



Job Description: Rescue Centre Manager

Site: Church Knowle, Wareham, Dorset, BH20 5NQ

Responsible to: Chief Executive

Main purpose of the role:

To manage the Charity's principal rescue centre which is both an animal rehoming centre and a visitor centre. The Centre Manager is responsible for the overall day to day running of the centre, including the welfare of all the animals in our care, and the staff, volunteers and visitors. They will best utilise the Charity's assets to help achieve the aims and objectives of the Charity, and ensure an efficient and customer focused rehoming process finds each animal its 'Forever Home'.

The role will involve:

- Being an inspirational leader who focusses the team on the aims and objectives of the Charity
- Promoting and developing excellence in animal welfare by ensuring all aspects of an animal's care, from its intake, its assessments and care whilst with the Charity, and its rehoming are to the highest standard.
- Having an ability to demonstrate empathy towards all animals in the Charity's care, and when dealing with sensitive situations.
- Actively supporting other similar organisations with regards to animal welfare.
- Developing the visitor experience in order to maximise the assets of the site, and the potential income revenue from visitors, through the promotion of the centre and the engagement with the visitors. This would include the centre shop/café, the grounds, the interaction with the animals, and staff engagement with visitors.
- Championing customer service, whether that be with animal owners or adopters, or with the public visiting the centre.
- Working with the Estates Manager to maintain and improve the infrastructure of the site.
- Promoting educational activities and materials, to show how best to care for each species, and the individual requirements for all types of animals that the Charity cares for.
- Supporting and promoting fundraising opportunities through the rescue centre. This will include events held at the centre such as the Dog Show or Animal Activities Day, or supporting those held in the local area to help spread awareness of the Charity and the work we do.

- Being an ambassador of the Charity, promoting the aims and objectives by engaging with, and creating relationships with, the local community. Being willing and able to promote the Charity at all times with strong communication skills.
- Managing budgets to minimise the costs of the centre, whilst maximising the income opportunities. To manage the Charity's resources effectively and efficiently.
- Training and developing the team at the centre with all the appropriate knowledge and skills to complete tasks to the required standard.
- Ensuring all Health & Safety legislation is adhered to with staff suitably trained to complete tasks. This will include monitoring risks and potential issues for the public visiting site.
- Developing a volunteer team to support the work the Charity does, by ensuring suitable training, guidance and mentoring is offered as required.

Essential Qualifications:

- Full driving licence

Desirable Qualifications:

- NVQ level 3 or equivalent in animal care
- Equine training
- Health & Safety trained
- Trailer licence

Essential Experience:

- Significant management experience with a proven ability to lead and motivate a team
- Experience working in an animal welfare environment
- Experience in strategic planning and implementing of resources
- IT skills including the full use of Microsoft Office
- Experience in customer service roles, with strong interpersonal skills
- Administrative tasks and record keeping experience

Desirable Experience:

- Experience of working in a challenging environment whilst managing multiple tasks
- Understanding of veterinary medicine
- Experience of multi species animal welfare including cats, equine, and farm animals
- Working with other managers to achieve common goals
- Involvement with ADCH/NEWC
- Knowledge of grazing/farm land management
- Budget management
- Use of Anilog database
- Understanding of current Health & Safety legislation and risk assessments
- Managing volunteers
- Understanding of HR legislation

Key accountabilities:

- To ensure the highest animal welfare standards are achieved for all animals in the Charity's care, including all animals receiving necessary veterinary care, and that where possible all animals are rehomed to the most suitable 'Forever Home'
- To deliver excellent customer service to all adopters and visitors to the centre
- To maximise income potential from the centre
- To minimise expenditure related to Church Knowle
- To manage staff to deliver the above.
- To work with the Estate's manager to maintain and improve the infrastructure of the centre
- To support the fundraising team at both internal and external events as required
- To ensure health & safety legislation is adhered to
- To comply with the Charity's policies and procedures
- To complete all administration including reports, rotas, health & safety checks, and all other aspects of running the centre

The person:

The successful candidate will be friendly, approachable and confident with the ability to manage their team to achieve the aims and objectives of the Charity. They will have strong communication skills and demonstrate a professional and courteous approach to members of the public and their colleagues. They will have natural leadership skills and thrive on the successful development of others. They will be able to motivate and engage their team to achieve and maintain excellent standards. They will be committed to the aims of Margaret Green Animal Rescue.

This job is physically demanding and there is an expectation of a 'hands on' approach.

Salary:

Up to £35,000 per annum plus accommodation package worth at least £20,000

Job details:

You will be required to work 37.5 hours per week on a locally determined rota to include some weekends and bank holidays. This position is live in on site and will require you to provide out of hours cover on a rota basis. Due to the nature of the work it may at times be necessary to exceed these hours when work load demands.

This job description is not exhaustive

August 2021