

## Raystede Centre for Animal Welfare

### Job Description

<b>Job Title:</b>	Head of Animal Welfare
<b>Responsible to:</b>	Chief Executive Officer
<b>Location:</b>	Raystede Centre for Animal Welfare
<b>Hours of work:</b>	37.5 hours per week worked flexible within the needs of the business. Some weekend and evening work will be required.
<b>Holidays:</b>	26 days excluding Bank Holidays
<b>Probationary period:</b>	6 months
<b>Contract Type:</b>	Permanent

#### **Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre. Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The Animal Welfare department incorporates half of all Raystede employees and many volunteers. It includes the veterinary surgeon, five animal care specialist teams (Kennels, Cattery, Equine, Aviaries and Smalls) plus a Rehoming team. Animal Welfare staff work closely with education, fundraising, visitor information and marketing sections to support the charity's wider objectives.

#### **Main purpose of the role:**

The Head of Animal Welfare has overall responsibility for assessing and managing the highest standards of animal welfare across the charity. The role is responsible for the strategic development of animal welfare services and maximising the number of animals impacted by Raystede's work and services. The Head works operationally and strategically to monitor and drive forward all aspects of daily care, rehabilitation, enrichment, behavioural assessment and rehoming. The role works closely with veterinary staff to ensure we follow our policies and guidelines. The Head also networks externally with many other specialists, animal welfare organisations and formal working groups to which the charity belongs.

#### **Key Tasks**

1. Animal welfare
  - a. Overall responsibility for the effective running and management of animal care sections and veterinary services.

- b. Ensure best practice on a daily basis for all aspects of animal care including behavioural assessment and modification techniques, rehoming and enrichment.
  - c. Manage and integrate our on-site veterinary services to ensure efficient, timely and cost-effective shelter medicine is practised in accordance with Raystede's policies.
  - d. Liaise directly with external veterinary service providers to ensure efficient, timely and cost-effective shelter medicine is practised in accordance with Raystede's policies.
  - e. Take direct responsibility for ensuring that euthanasia decisions are made within our policy framework.
  - f. Develop and establish annual performance plans for managers in conjunction with Raystede's business and planning framework.
  - g. Monitor procedures for intake, assessment, rehabilitation and/or rehoming of all animals at Raystede ensuring that accurate and regular data is reported.
  - h. Liaise with colleagues to ensure all equipment, building and maintenance needs are met within agreed timescales and resources.
  - i. Represent Raystede in external groups and bodies to further animal welfare on a national level.
  - j. Liaise with external experts and consultants on species specific welfare issues.
  - k. Take the lead on developing strategic programmes and projects which contribute to Raystede's overall direction.
2. People Management
- a. Lead and inspire the animal care managers, teams and volunteers to achieve Raystede's purpose and values each day.
  - b. Ensure adequate levels of staffing are maintained within resources.
  - c. Oversee recruitment and training and take responsibility for the management of all animal welfare staff and volunteers in accordance with standard procedures.
  - d. Regularly review and manage performance of all animal section managers.
  - e. Identify and design integrated training programmes for staff and volunteers within animal care ensuring minimum CPD targets are reached.
  - f. Responsible for adherence to and maintenance of HR policies and procedures including Health and Safety.
3. Finance
- a. Prepare annual budgets (expenditure £1m-£2m) and multi-year figures.
  - b. Exercise budgetary controls within agreed limits actively seeking efficiencies wherever possible.
4. Customer Service
- a. Welcome, receive and 'wow' visitors, promoting the best possible experience of Raystede's rehoming and other animal services.
  - b. Liaise with colleagues in other departments to ensure accurate, timely and relevant information is disseminated to ensure best customer care possible.
5. Contribute to fundraising, education and commercial activities
- a. Promote fundraising and publicity opportunities through the establishment of excellent relations with the fundraising team, volunteers and general public.
  - b. Assist with Educational talks, tours and general activities.
  - c. Contribute to and attend fundraising and commercial events where required.
  - d. Proactively promote Raystede wherever possible.
6. Administration
- a. Maintain all standard and electronic files and documentation ensuring records are accurate, up to date and legible complying with all legislative requirements.
  - b. General admin duties relevant to post.
7. Senior Management team (SMT) member
- a. Assisting in day to day running of centre where appropriate in conjunction with CEO or as Duty Manager.
  - b. Play a full part in the SMT, working closely with colleagues and as part of the leadership team.
8. Personal development
- a. Develop and attain personal performance goals in conjunction with the CEO.
  - b. Establish and maintain effective working relationships and good working practices with colleagues and volunteers.

- c. A strong external network is very important for this role and the post-holder will be expected to develop these contacts and networks further.

## **General**

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

## **Key working relationships**

Internal – Trustees, SMT, all staff and volunteers. Head of Animal Welfare is the 'go to' person on a wide range of issues internally.

External – able to liaise directly with visitors, rehoming, the public, charity supporters and donors, vets and other service providers and other animal welfare organisations both locally and nationally. This includes representing the charity, considering complaints and sometimes managing very difficult situations. Able to liaise and negotiate effectively with regulatory bodies.

## **Scope & Accountability**

**Decision making** – decision-maker on policy around rehoming cases, euthanasia, intake of animals, husbandry, purchasing, use of equipment and facilities. Responsible for reviewing policies and guidelines. Makes both strategic and tactical decisions. Duty Manager responsibilities on site. Manage Health & Safety responsibilities and issues in Animal Welfare operation, on and off site.

**Financial resources** – expenditure budget annually of £1m to £2m including salaries and income targets via rehoming. Recommends extraordinary funding for specific animal care situations.

**Material resources** – the role has significant involvement in management and development of our material resources and assets, including recommending housing and vehicles, as these matters directly affect animal welfare. Also responsible for animal supplies and database development.

**Information and communication resources** – rehoming data via the database and our website. Maintaining records of animals and people. Providing guides and written information to rehoming customers. Producing minimum care standard guides. Also signing off on a wide range of internal and external resources that need animal welfare expertise.

**People management** – there more than 50 staff in the section. There are five animal section Managers reporting in to the Head, plus the Rehoming Manager and the Vet. Also up to 50 volunteers. Contractors include external vets and suppliers of equipment and services.

**Legal, regulatory and compliance responsibility** - manage Health & Safety responsibilities and issues relating to Animal Welfare teams. Take the lead on compliance with the legal framework and standards for animal welfare and veterinary practice (including ensuring cross-departmental and downstream compliance as legal responsibility is often individual as well as organisational). Undertake assessment of Raystede for ADCH. Understanding of compliance responsibilities around data protection.

Examples of legal and compliance responsibility:

- ensure all legal animal welfare standards are achieved and where possible exceeded in our services;

- make certain that all regulations re transportation, holding, standstill, biosecurity measures, and wildlife regarding animals are complied with;
- stay abreast of changing legislation and orders to ensure organisational compliance in times of disease outbreak;
- maintain or where necessary apply for licences required for certain animal related activities on site.

**Raystede Centre for Animal Welfare  
Person Specification**

Post Title: Head of Animal Welfare



	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Full Driving Licence.</li> <li>• Minimum Level 3 Certificate in Animal Care or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist animal care qualifications</li> <li>• Management qualification</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Extensive professional experience in the animal welfare sector.</li> <li>• Evidence of practical experience in the care and welfare of a range of animal species.</li> <li>• Experience of assessing and auditing standards.</li> <li>• Understanding of the legal framework around animal welfare issues.</li> <li>• Experience of project management.</li> <li>• Experience of working in a complex organisation and managing change effectively.</li> <li>• Proven people management experience.</li> <li>• Budget holder experience.</li> <li>• Proven application of sound and effective customer care skills.</li> <li>• Administrative skills including IT (Microsoft Office).</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Data Protection Act.</li> <li>• Experience of dealing with challenging and emotional animal welfare issues.</li> <li>• Experience of handling exotics, birds and livestock.</li> <li>• Experience of specifying new or improved animal care facilities.</li> <li>• Knowledge of social media applications.</li> <li>• Working with members of the public or within a visitor environment.</li> </ul>
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• People management skills.</li> <li>• Project management skills.</li> <li>• Excellent communication, written and oral.</li> <li>• Ability to negotiate with, and influence others.</li> <li>• Able to think clearly and creatively and come up with new solutions.</li> <li>• An understanding of Health &amp; Safety legislation relating to animal care.</li> <li>• Ability to work within a</li> </ul>	<ul style="list-style-type: none"> <li>• Learning and development/training skills.</li> <li>• Presentation skills and public speaking.</li> <li>• Coaching/mentoring of staff.</li> <li>• Evaluation and modification of Animal Behaviour.</li> <li>• Report writing.</li> <li>• Interested in trying new things and contributing to</li> </ul>

	<p>diverse team, and build excellent working relationships.</p> <ul style="list-style-type: none"> <li>• Ability to manage personal deadlines and prioritise a demanding workload.</li> <li>• Ability to manage relationships with tact and diplomacy.</li> <li>• Excellent attention to detail.</li> <li>• Ability to liaise effectively with a wide variety of staff, volunteers, external organisations, professionals, visitors and customers.</li> </ul>	<p>ambitious strategies.</p>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Personable, sociable and people oriented.</li> <li>• Proactive and self-motivated with the ability to think creatively.</li> <li>• A positive outlook and a “can do” attitude.</li> <li>• Dedication, commitment and tenacity.</li> <li>• Change orientated approach to work.</li> <li>• Ability to make decisions when dealing with often constant and conflicting demands on time.</li> <li>• Highly committed and able to work flexibly to achieve performance targets.</li> <li>• Able to “muck in” with the wider team when necessary.</li> <li>• Empathy and interest in animals and their welfare.</li> </ul>	
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• To have a flexible approach to working hours.</li> <li>• Availability of vehicle for work use and in possession of a current, clean driving licence.</li> <li>• Flexibility of circumstances and willingness to visit national and regional venues for CPD. This may involve some overnight stays and occasional work in the evenings and at weekends.</li> </ul>	

## Raystede Centre for Animal Welfare



### Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you applying for. This information will help you if successful in your application identify any health related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Using display screen equipment	<input checked="" type="checkbox"/>
Working with children/vulnerable adults	<input type="checkbox"/>
Moving & handling operations	<input type="checkbox"/>
Vocational driving, driving light goods vehicles, people carrying vehicles or forklift trucks	<input type="checkbox"/>
Lone Working	<input type="checkbox"/>
Shift work	<input checked="" type="checkbox"/>
Night work	<input type="checkbox"/>
Climbing/Working at height	<input type="checkbox"/>
Working with hazardous substances, skin irritants, sanitisers, and/or with biological agents or chemical agents	<input checked="" type="checkbox"/>
Working with dangerous machinery	<input type="checkbox"/>
Exposure to noise and /or vibration	<input checked="" type="checkbox"/>
Handling animal food	<input checked="" type="checkbox"/>
Exposure to blood /body fluids	<input checked="" type="checkbox"/>
Providing animal care	<input checked="" type="checkbox"/>