

Raystede Centre for Animal Welfare



Job Description

Job Title:	Rehoming and Support Assistant
Responsible to:	Assistant Rehoming and Support Manager
Location:	Raystede Centre for Animal Welfare
Grade:	B

Background information

Raystede Centre for Animal Welfare, founded in 1952, is a charity dedicated to giving animals a better life through prevention, support, on-site care, and sanctuary. We also empower people with the knowledge and guidance they need to treat animals with compassion and respect. Every day, we care for a wide range of animals, including cats, dogs, horses, rabbits, and small animals. While most of these animals find loving new homes, we also provide lifelong sanctuary for those that cannot be rehomed, where appropriate.

Our beautiful 43-acre site is open to visitors, offering a unique glimpse into a working animal welfare centre. Animals are at the heart of everything we do—but we couldn't achieve this without our expert and dedicated team of staff and volunteers. Surrounded by lakes, trees, and fields, and with a café, shops, parking, and other amenities, Raystede is an uplifting and rewarding place to work.

The **Animal Welfare team** includes our veterinary and animal care specialists, as well as a dedicated Rehoming & Support service. These teams work closely with colleagues across the organisation to support the charity's wider mission.

The Rehoming and Support team is responsible for managing the admission process for animals and supporting their adoption at Raystede. The team also provides advice and assistance to pet owners to help prevent surrender and improve animal welfare. As a key part of our animal welfare service, the Rehoming and Support team plays an essential role in ensuring the well-being of animals and supporting owners in responsible care.

Main Purpose of the Role

- **Deliver** all operational aspects of the Rehoming and Support team, ensuring the effective admission, care, rehabilitation, and adoption of unwanted and stray animals. This includes **responsibility for your own development and learning, as well as supporting staff and volunteers**, fostering a culture of excellence and continuous improvement.
- **Champion the highest standards of animal care and welfare**, following best sector standards and ethical principles.

- **Deliver** an exceptional customer experience supporting owners to prevent surrenders and working collaboratively with the wider Animal Welfare teams to achieve successful and sustainable rehabilitation and rehoming outcomes.
- **Provide expert support, information, and advice** to potential adopters and the general public on animal care and welfare, in partnership with the wider Animal Welfare team and Education & Prevention Team.
- **Collaborate effectively across internal teams** to promote Raystede's services, strengthen partnerships, and maximise welfare interventions that align with the charity's strategic objectives.

Key Tasks

1. Animal Welfare & Daily Operations

- Carry out daily animal care routines to agreed welfare standards.
- Observe animals for signs of illness, stress, or behavioural changes and report concerns promptly.
- Support adopter–animal matching processes with accurate information and appropriate guidance.
- Provide species-appropriate welfare advice to members of the public and potential adopters.
- Assist with the safe intake, movement, and transfer of animals on and off site in line with protocols.
- Help maintain a clean, safe, and bio-secure working environment across all areas.
- Contribute to training, resources, and practical support for foster carers.
- Ensure all animal records and movement documentation are kept up to date and accurate.

2. Customer Experience

- Deliver a compassionate, professional approach to all public interactions.
- Provide clear, sensitive communication during emotionally challenging or complex conversations.
- Support smooth communication between departments to ensure a positive customer journey.

3. Support for Foster Schemes

- Assist with coordination of the Break Away and Home from Home schemes, including record-keeping and practical arrangements.
- Provide information and guidance to foster carers, ensuring they have access to appropriate resources.
- Support the tracking and follow-up of animals placed in foster care.

4. Administration, Systems & Compliance

- Maintain accurate records on the animal welfare database and other systems.
- Handle sensitive or confidential information responsibly, particularly relating to Break Away clients.
- Assist in the development or maintenance of standard operating procedures when requested.
- Support stock control and small-scale ordering within agreed limits.
- Prepare basic updates, reports, or data summaries for the Assistant Manager.

5. Health, Safety & Well-being

- a. Promote a safe working environment for animals, colleagues, volunteers, and visitors.
- b. Conduct routine checks and report hazards promptly.
- c. Ensure compliance with relevant legislation, risk assessments, and Raystede policies and procedures.

6. Team and Organisational Contribution

- a. Share operational insights that contribute to continuous improvement.
- b. Provide practical resilience during busy periods or challenging welfare situations.
- c. Support the Assistant Manager as required within established limits of responsibility.

General

- a. At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- b. Participate in learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- c. 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.
- d. Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

Key Working Relationships

- Rehoming & Support Assistant Manager
- Foster and Volunteer Coordinator
- Wider Animal Welfare teams
- Foster carers and partner organisations
- Members of the public, adopters, donors, and visitors

Scope and Accountability

Decision making and limits of authority	• Make day-to-day decisions within established protocols relating to animal handling, care, and customer interactions. • Escalate complex welfare or behavioural concerns to senior staff. • Contribute to rehoming decisions with guidance from the Assistant Manager.
Financial Stewardship	• Responsible for sensible use of resources and small-scale purchasing within agreed limits. • Deliver cash handling and payment processes with integrity and compliance.
Information Governance	• Ensure strict adherence to GDPR, data security, and confidentiality protocols.

Person Specification

	Essential	Desirable
Education and Qualifications	Level 2 or 3 qualification in Animal Care or equivalent experience.	
Knowledge and Experience	- Hands-on experience in animal care and welfare. - Strong customer service and communication skills. - Experience in a public-facing or sensitive support environment. - Confidence handling challenging or emotive conversations. - Good administrative and IT skills.	- Experience in rehoming or shelter environments. - Experience supporting vulnerable owners or crisis situations. - Experience delivering informal training or guidance. - Knowledge of behaviour, enrichment, or species-specific welfare. - Experience with conflict resolution or sensitive casework.
Key Skills and Abilities	- Ability to prioritise, multitask, and remain calm under pressure. - Empathy, professionalism, and strong interpersonal skills. - Ability to handle a range of animal species safely and competently. - Ability to work effectively as part of a team and across departments.	
Personal Attributes	- Compassionate, supportive, and aligned with Raystede's values. - Resilient and proactive with a positive attitude. - Flexible and adaptable to changing needs. - Commitment to Raystede's mission and welfare standards.	
Other	- Flexible approach to working hours, including some evenings or weekends. - Availability of vehicle for work use and in possession of a current full UK driving licence (max 6 points). - Willingness to travel for CPD, including occasional overnight stays.	