



JOB DESCRIPTION

Job Title:	Kennel Manager
Department:	Rescue Centre
Location:	Biltor, Edgelands Lane, Ipplepen, Newton Abbot, Devon TQ12 5UF
Job Type:	Permanent
Hours:	Full Time, 35 hours/5 days on average per week
Reporting to:	Chief Executive Officer
Direct Reports:	Animal Welfare Assistants and Volunteers

Purpose of the Role:

Responsible for the allocation and conduct of work within the kennel building and associated areas, including the supervision and practical training of Animal Welfare Assistants and volunteers allocated to the facility.

The post holder is also required to stand in for other Department Supervisors/Managers as required.

To oversee and provide daily care and husbandry for the dogs at the Rescue Centre, establish good customer relations and maintain administration procedures in use.

Principal Responsibilities:

- Day to day supervision of Animal Welfare Assistants and volunteers including the allocation of duties, coaching and support to staff and volunteers within the facilities.
- Ensuring all health and safety measures and procedures are observed and adhered to by staff, volunteers and the general public in the facilities, reporting any accidents or incidents promptly and correctly in accordance with the Rescue Centre procedures.
- Ensure that daily routines are carried out following the set procedures for the Kennel Department.
- Carry out checks on the dogs for signs of infection or abnormality. Identify animals requiring veterinary assessment and care and organise that examination.
- To ensure the daily care, preparing and providing food and water, hygiene, cleanliness and exercise, as appropriate, for all dogs (& other animals if required) in the facilities.
- Supervision of animal handling and transportation, prevention of outbreaks and transmission of disease.
- To ensure all kennels are clean, disinfected and maintained to a standard of cleanliness and tidiness set by management. This includes all animal accommodation, the Special Care Unit, isolation and exercise areas; food preparation, laundry, storage and treatment facilities as well as offices, stores, staff facilities including toilets and outside areas. Ensure that buildings/exercise areas are secure at all times.
- Attend to the needs of the individual dogs, including exercise, coat care/grooming, administration of first aid, treatments and medications as directed and to assist with euthanasia if required, including carcass disposal.

- Routine animal behaviour monitoring/assessment prior to rehoming.
- Assist with the inspection and or treatment of animals by a Veterinary Surgeon, or other authorised person at the Centre when requested
- Non-veterinary health assessment, in collaboration with other staff, of animals entering and leaving the facilities, ensuring completion of all associated reports.
- Attend to the needs of the client/customer/general public, face to face or via the telephone. Liaise with colleagues in other Departments as well as volunteers
- Instruction of kennel staff in liaison with the public visiting the Rescue Centre.
- Acting as the first point of contact for Reception for public enquiries on the dogs. .
- Assisting with the organisation of fundraising and publicity events for the Rescue Centre and with visits by external groups.
- Assist members of the public when looking at the dogs, supervising first visits and introductions.
- Help any volunteers in the facilities as required.
- Regular inspection of all equipment within the facilities, with early reporting of any defects or deficiencies found, also assisting with stock control of equipment, feeding and cleaning supplies.
- Attend meetings, courses, seminars etc. as requested by management
- Move animals to and from Reception as and when requested
- To be conversant with and implement Animal in Distress' Health & Safety procedures at all times
- Complete documentation in relation to the care & rehoming of the dogs as required
- Represent the Charity whilst at the Rescue Centre, offsite and at events as required
- To undertake any other duties within your competence and training as required by the CEO

Required Competencies

- Respect and empathy for animals and a proven commitment to their welfare
- Good animal handling skills, confident in own ability to deal with a variety of animals
- Good interpersonal and communication skills, able to communicate with people at all levels including staff, clearly and precisely to ensure a high quality of animal care to help prevent mistakes
- Professional, proficient, reliable and hard-working, able to lead and work as part of an effective team
- Methodical and thorough approach to work, motivated and dedicated to the role and the work of the Charity, having focus and resilience
- Confidence and competence in handling dogs and also a variety of other domestic animals at the Rescue Centre if required
- Good physical endurance during physically challenging workdays and adequate strength to restrain animals when needed and lift heavy equipment and materials. Patience and the ability to maintain calm are essential as the dogs might be scared, stressed or in pain, which can result in erratic or aggressive behavior
- Behaviour and dress whilst at work must reflect the working environment and the Charity
- Sound literacy and numeracy skills
- Good administration skills as accuracy and attention to detail are required for record keeping
- Basic computer knowledge and skills
- Ability to organise, prioritise and manage work and tasks on a daily basis, staying calm under pressure and have a flexible approach
- Possess emotional strength, stability, maturity and resilience to care for sick and neglected animals and to be able to cope with euthanasia
- Willingness to undertake routine tasks

Knowledge, Skills and Experience

- Good general standard of education.
- Previous experience of working with volunteers is an advantage

Person Specification – Kennel Manager

Criteria	Essential	Desirable
Experience and Job Knowledge	<p>In-depth dog care experience within an animal rehoming facility or private boarding kennels</p> <p>Recognised dog behaviour/ training qualification</p> <p>Experience working as part of a team</p> <p>Experience of working with the general public</p> <p>Good administration skills</p> <p>Experience of working to set procedures and following instructions</p>	<p>Minimum of two years' experience managing or leading a team</p> <p>NVQ Level 3 Animal Care</p> <p>Experience of domestic animal care and husbandry gained from working in the animal care / welfare sector</p> <p>Experience of working with volunteers</p>
Skills & Competencies	<p>Able to lead a team and be part of a team and work flexibly within it</p> <p>Proficient in assessing dogs and potential re-homers' suitability</p> <p>Competent oral and written communication skills</p> <p>Ability to work in a physically and demanding role under pressure</p> <p>Good organisational skills and ability to prioritise workload</p> <p>Ability to remain professional in emotionally stressful situations</p> <p>Good attention to detail</p> <p>Self-motivated using initiative to achieve goals</p> <p>Time management and delegation</p> <p>Well organised and able to adapt and prioritise to changing circumstances</p>	<p>Understanding of animal health</p> <p>Team coaching and motivation to achieve optimum results</p> <p>Proficient in the use of standard IT software packages</p>
Personal Qualities	<p>Emotional resilience to deal with challenging animal welfare situations</p>	

	<p>Physically able to undertake animal welfare activities</p> <p>Pragmatic approach to animal welfare</p> <p>Hardworking & reliable</p> <p>Excellent interpersonal skills</p> <p>Flexible</p> <p>Good organisational skills</p> <p>Highly motivated</p> <p>Work on own initiative</p> <p>Focussed</p> <p>Trustworthy, honest & reliable</p> <p>Committed to the needs of the customer</p> <p>Commitment and conscientious approach to work</p> <p>Responsive and helpful manner</p> <p>Confidence, drive and enthusiasm</p> <p>Ability to positively promote the Charity both internally and externally at all times</p>	
Additional requirements	<p>Commitment to animal welfare</p> <p>Duties as per roster which will involve working regular weekends & Bank Holidays</p> <p>Participate in and assist with Charity events</p> <p>Full UK Driving licence</p>	