

Job Description:

Warrington Animal Welfare Centre Manager (Job Share)



Responsible to: The Board of Trustees of Warrington Animal Welfare

Shared role: Joint role with current Centre Manager

Location: Warrington Animal Welfare Rescue Centre, Warrington

Salary: £10ph

Hours: 3 days per week (based on set rolling shift rota and includes some weekends / bank holidays). Holiday cover when other role is on leave.

Role: The purpose of the WAW Centre Manager Post is to manage the rescue centre and on-site veterinary clinic on a day-to-day basis. Management of staff and volunteers, ensuring the centre is run efficiently and effectively, and the overall needs and welfare of all animals in our care are met.

Primary Duties/Key Responsibilities

Administration

Daily use of Anilog Admin Management System – keeping accurate up-to-date records of all animals.

Updating the charities website (not website administration), which includes bespoke database for animals up for adoption.

Registering microchips.

Timely completion and filing of required paperwork, including documentation for surrenders, adoptions, biographies, foster agreements, adoption paperwork with adopters (including Gift Aid forms), including Pet Plan insurance policies.

Maintain an inventory of necessary supplies and blank forms, ensuring the required equipment/consumables are always available.

Keep accurate, up to date records of volunteers of contact details, database of training requirements and relevant medical conditions.

Compliance with the General Data Protection Regulations 2018.

Communication

Answering the Charity telephone and dealing with follow up calls which may include, but not be limited to, the following:

- Booking in neutering and vet appointments
- Inviting and booking in Dog Assessment appointments, including rehome from home adoptions.
- Ringing other Rescue Centres, when required, to make enquiries for potential rescue places.
- Dealing with varied day to day queries relating to the charity and our work.

Providing a speedy response to social media messages and emails and timely completion of all paperwork.

Maintain contact with owners who are waiting for a kennel/cat pod space. Regular communication with owners who we have agreed a rehome from home adoption.

Regular communications including regular handovers and updates on the various Facebook forums and WhatsApp groups. Including a weekly report for Management forum to ensure all Trustees are aware of current rehoming/adoption situation.

Provide daily handovers for other team members.

Regular contact with foster carers to provide support and advice. Also ensuring foster animals receive vaccinations, worming, neutering, when relevant.

Maintain contact with owners who are waiting for a kennel/cat pod space. Regular communication with owners whom we have agreed to a 'rehome from home' adoption, overseeing of visits.

Provide follow up advice and support for adopters to ensure a successful adoption.

On site vet/neutering clinic support and veterinary support

Supporting the onsite volunteer Vets and Nurses in the on-site neutering clinic – creating and maintaining records, booking appointments.

Liaise with the Charity's chosen Veterinary practices/surgeons. This will inevitably lead to the requirement of visits to the surgeries/onsite visits by our chosen Veterinary surgeons.

Transportation/arrangement of transportation of animals to/from Veterinary visits.

Vet Care/Animal Enrichment

Have full awareness of the animals on site, their needs and the level of care expected - exercise, socialisation and grooming, health of all animals on site.

Ensure that regular health checks of all animals on site and medical treatments are administered (including worm and flea treatments) as prescribed by the Charity's chosen Veterinary surgeons.

On-site personnel

Management of paid staff – arranging rotas, annual leave, appraisals and sickness.

Management of volunteers to ensure cover at the centre – arranging rota, supervising, arranging and supporting training of new volunteers.

Lead pre-arranged site visits with stakeholders.

Dealing with customers who are on site to view dogs, cats, kittens, rabbits and guinea pigs with a high level of customer service.

Manage on site volunteers to ensure cover at the centre, using the volunteer rota.

Health and Safety

Ensure that the WAW H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

All personnel on site, including volunteers, staff, contractors and visitors are fully aware of relevant on-site Health and Safety and Fire Safety rules. Ensure all regulations and procedures and appropriate disclaimers are completed, as necessary.

Oversee the thorough cleaning of all animal accommodation, ensuring all disease control measures are adhered to and updated as appropriate.

Ensure all internal and external areas at the rescue centre site are always kept clear and tidy, including both customer and staff areas, such as the offices and staff room.

To ensure that the skip and septic tank are emptied regularly.

Equality and Diversity

Apply and embed fairness and equality in both the delivery and offer of all services to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Other

Ad hoc duties as required – including hands on with animals when required e.g., helping with feeding and cleaning when needed.

Promote the Charity and its values and ethics in a positive manner.

Help with fundraising activities.