

JOB DESCRIPTION

Job Title:	Wildlife Resolution Officer
Location:	Mainland Scotland (Regional Allocation – North / Central / South)
Reports To:	Animal Rescue Regional Team Leader
Contacts:	Regional Chief Inspector (RCI), Animal Rescue Team Leader (ARTL), Animal Rescue Officers (AROs), Inspectors, Case Progression Inspectors (CPI), Animal Helpline Team, Veterinary Services, ARRC Wildlife Centres, External Wildlife Partners, Police Scotland, Local Authorities, Members of the Public

Overall Purpose of the Role:

To provide a responsive, professional and proportionate wildlife response service, remaining operational as an Animal Rescue Officer while acting as the regional subject matter lead for escalated wildlife incidents.

The Wildlife Resolution Officer supports the enhanced triage model by providing expert guidance on wildlife cases, promoting a minimal-interference and welfare-led approach, and ensuring that wildlife interventions are lawful, humane, and evidence-informed.

KEY RESPONSIBILITIES:

Operational Response

- Remain fully operational as an Animal Rescue Officer, responding promptly to wildlife and domestic animal emergencies as directed by the Animal Helpline.
- Assess incidents and determine proportionate action in line with welfare considerations and organisational policy.
- Capture, contain, transport, release or refer wildlife appropriately.
- Undertake humane euthanasia in accordance with the Society's Certification of Competence for Euthanasia and policy guidelines.
- Maintain high standards of animal handling, biosecurity, and public safety.
- Ensure accurate, comprehensive case recording and submission within required timescales

Escalated Wildlife Triage & Advisory Role

- Act as regional point of contact for escalated wildlife queries from: Animal Helpline, Animal Rescue Officers, Inspectors and external agencies.
- Provide professional guidance on complex or sensitive wildlife cases, including: species-specific welfare considerations, legislative protections (e.g. protected species), juvenile wildlife and seasonal decision-making, release versus rehabilitation thresholds and human-wildlife conflict scenarios.
- Support consistent application of the minimal interference wildlife strategy, ensuring intervention only where suffering or likely suffering exists.
- Provide decision-making support in high-risk or reputationally sensitive wildlife cases.

Quality Assurance & Case Consistency

- Promote consistent wildlife decision-making across the region.
- Support review of complex wildlife cases to ensure alignment with policy and triage principles.
- Identify recurring wildlife incident trends and provide feedback to the Wildlife Operations Lead and Animal Helpline to support demand management.
- Contribute to development or refinement of wildlife guidance notes and SOPs.

Partnership & Collaboration

- Maintain effective relationships with: ARRC and wildlife centres, veterinary partners and specialist wildlife rehabilitators, Police Scotland and Local Authorities and environmental and conservation partners.
- Ensure appropriate referral pathways and safe transfer of wildlife.
- Support collaborative responses to large-scale wildlife incidents.

Education & Prevention

- Provide advice and education to members of the public on wildlife welfare.
- Deliver educational talks where required.
- Promote preventative messaging to reduce unnecessary wildlife admissions.
- Act as a professional ambassador for the Scottish SPCA.

Professional Standards & Governance

- Model the Society's values: Committed, Compassionate, Professional, Expert, Collaborative and Adaptable.
- Comply with all relevant health & safety, lone working, and risk assessment procedures.
- Maintain clean and serviceable vehicles and equipment.

- Participate in ongoing training and species-specific professional development.
- Support operational resilience by coaching and mentoring when required within scope of training.
- Undertake any additional duties as directed by your line manager to support regional service delivery.

PERSON SPECIFICATION:

	Essential	Desirable
Education & Qualifications	• Relevant animal care qualification • Certification of Competence for Euthanasia (or ability to obtain)	
Experience & Job Knowledge	• Practical experience working with wildlife and domestic animals • Experience working with members of the public • Strong understanding of wildlife welfare principles • Knowledge of protected species legislation • Understanding of health & safety in operational environments	• Experience working within a wildlife rehabilitation environment
Job Related Skills / Competencies	• Excellent customer care and communication skills • Ability to assess wildlife welfare and make proportionate decisions • Strong situational judgement and problem-solving skills • Good administration and case recording skills • Ability to provide calm, confident advisory support to colleagues • IT literate	• Experience providing peer mentoring or informal leadership • Knowledge of structured triage or risk-based assessment models • Confident presentation skills
Personal attributes	• Strong commitment to animal welfare • Resilient and calm in challenging situations • Acts with professional integrity • Flexible and adaptable • Confident communicator able to influence decision-making	
Additional relevant criteria	• Membership of Disclosure Scotland PVG Scheme • Full UK Driving Licence • Willingness to work within regional shift pattern including weekends • Willingness to live within designated geographical area	