



## **JOB DESCRIPTION**

**Job Title:** Animal Care Assistant

**Location:** Animal Rescue & Rehoming Centre

**Contacts:** General public, Animal Rescue & Rehoming Centre (ARRC) staff

### **Overall Purpose of the Role:**

To provide a caring and safe environment for all animals and maximise their comfort in the animal rescue and rehoming centre by maintaining a high standard of animal husbandry. To help animals find loving new homes. It is also very important to provide excellent customer service when dealing with members of the public.

### **Key Responsibilities:**

- Model the Society's values, Committed, Compassionate, Professional, Expert, Collaborative and Adaptable in the workplace at all times.
- Assist with any treatments, medications, births and general care of all animals within the ARRC as directed by centre management and/or the Society's vets.
- Maintain and monitor accurate animal records ensuring that each animal's care plan is carefully documented and visible to colleagues using the ARRC's various databases and information boards.
- Attend to the welfare needs of all animals including food preparation and feeding routines, grooming and exercising.
- Ensure that animal accommodation, isolation areas, pens, treatment rooms and exercise facilities are maintained to strict standards of cleanliness and hygiene and in line with the Society's policies on health and safety.
- Handle enquiries from the general public and provide excellent customer service.
- Conduct educational tours of the centre.
- Assist with home checks for rehoming animals.
- Assist with the humane destruction of animals including carcass disposal in line with the Society's policy of not putting healthy animals to sleep.
- Promote Scottish SPCA membership to the public where appropriate.
- Complete general administration duties diligently and operate the ARRC database.

- Maintain good standards of housekeeping in all areas of the ARRC as directed.
- Provide key holder duties in case of sickness/emergency where applicable.
- Undertake any other general duties as directed by your line manager and co-operate with other members of staff as required.

**NOTE: WE RECOMMEND THAT YOU HAVE AN ANTI-TETANUS VACCINATION.**

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
Education & Qualifications	<ul style="list-style-type: none"> <li>• Good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant animal care qualification</li> <li>• Customer care qualification</li> </ul>
Experience & Job Knowledge	<ul style="list-style-type: none"> <li>• Practical experience working with animals</li> <li>• Working with the general public</li> <li>• Previous experience in a customer focussed environment</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of and commitment to health and safety in the workplace</li> </ul>
Job Related Skills / Competencies	<ul style="list-style-type: none"> <li>• Excellent customer care and communication skills</li> <li>• Attention to detail</li> <li>• Good IT skills</li> </ul>	
Personal attributes	<ul style="list-style-type: none"> <li>• Commitment to animal welfare</li> <li>• Resilient and calm approach</li> <li>• Act with professional integrity</li> <li>• Flexible</li> <li>• Work well within a team</li> </ul>	<ul style="list-style-type: none"> <li>• A commitment to and understanding of the benefits of animal welfare education</li> </ul>
Additional relevant criteria	<ul style="list-style-type: none"> <li>• Willingness to work within group shift pattern</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence</li> </ul>