

Job Description

Job Title:	Animal Rescue Officer
Reports To:	Deputy Chief Superintendent through the Chief Inspector
Contacts:	General public, Animal Rescue and Rehoming Centres (ARRCs), Inspectorate, Animal Helpline, external agencies

Overall Purpose of the Role:

To provide a responsive, caring and compassionate animal rescue service when responding to calls as directed by the Animal Helpline team. To maintain a high standard of customer care and communication skills at all times.

Key Responsibilities:

- Model the Society's values, Committed, Compassionate, Professional, Expert, Collaborative and Adaptable in the workplace at all times.
- Be caring, compassionate and humane in all dealings with animals.
- Respond promptly to animal emergencies as directed by the Animal Helpline team.
- Assess situations and take appropriate action.
- Collect and transport animals to welfare facilities where necessary.
- Carry out euthanasia in accordance with the Society's Certification of Competence for Euthanasia and the guidelines if authorised to do so and in line with the Society's policy of not putting healthy animals to sleep.
- Acting under direct supervision of Inspectorate staff, assist at animal emergencies within the limit of training given and equipment used
- Maintain close telephone communication with the head office based Animal Helpline team.
- Promote the work of the Society and membership to the public where appropriate.
- Become familiar and comply with all relevant policies and procedures, including the Society's health and safety / risk assessment working instructions.

- Maintain good relationships with colleagues, voluntary workers, representatives of other agencies and the general public. This will require you to have excellent communication and customer care skills.
- Be smart in appearance and ensure that the Society's vehicle and equipment are maintained in a clean and serviceable condition at all times.
- Maintain comprehensive and accurate records as required and meet all submission deadlines laid down by the Society.
- Participate in basic or refresher training deemed necessary by the Society.
- Deliver Educational talks as required

Person Specification:

	Essential	Desirable
Education & Qualifications		• Relevant animal care qualification
Experience & Job Knowledge	• Practical experience working with animals • Working with the general public • Previous experience in a customer focussed environment	• An understanding and commitment to health & safety in the workplace
Job Related Skills / Competencies	• Excellent customer care and communication skills • Ability to plan and organise own work • Good administration skills • Attention to detail	• Confident presentation skills
Personal attributes	• Commitment to animal welfare • Resilient and calm in face of difficult situations • Act with professional integrity • Flexible	• A commitment to and understanding of the benefits of animal welfare education
Additional relevant criteria	• Full, driving licence • Willingness to work within group shift pattern • Willingness to live within the geographical area of work • Subject to a Disclosure Scotland standard check	