

Job Description

Job Title:	Assistant Manager – Animal Rescue & Rehoming Centre
Salary:	Discuss at interview – 37.5 hours per week
Location:	Animal Rescue & Rehoming Centre
Contacts:	General public, Animal Rescue & Rehoming Centre (ARRC) staff, ARRC Superintendent, Inspectorate

Overall Purpose of the Role:

To work alongside the Centre Manager in providing a professional management service. The post holder will assist the manager in ensuring the highest standards of animal welfare, employee engagement and wellbeing, recruitment and selection, succession planning, training and development and the production of the Centre's budget.

Key Responsibilities:

- Model the Society's values, Committed, Compassionate, Professional, Expert, Collaborative and Adaptable in the workplace at all times.
- Line management of the centre in the absence of the Manager including induction and training & development of staff.
- Assisting with the production of ARRC budget.
- Recruitment and the training and development of all volunteers attached to the Centre.
- Responsible for the Health and Safety of staff, volunteers and all visitors to the Centre in conjunction with the Manager.
- Handle enquiries from the general public and provide excellent customer service.
- Ensure that any dealings with the Media are agreed firstly with your Manager and secondly with the Marketing and Communications department and that any subsequent interaction with the media is undertaken professionally.
- Care of all animals at the Centre, including:
 - Feeding, including ordering, storage and collection of food
 - Exercise
 - Grooming
 - Administering of medication

- Cleanliness of accommodation
- Assessment of temperament
- Rehoming
- Liaison with Veterinary Services to ensure routine health checks, treatment as required and neutering when applicable in conjunction with the Manager.
- Dealing with births and humane destruction.
- Administration of the Animal Rescue and Rehoming Centre in conjunction with the Manager including:-
 - Supervision of reception staff and customer liaison
 - Daily income and banking
 - In depth knowledge of ARRC database system
 - Management of shop, including stocktaking, purchase of goods and income
 - Providing on-call night cover at the Centre on a rota basis in conjunction with the Centre Manager.
 - Purchase and maintenance of all supplies and equipment
 - Ensuring all Centre areas internally and externally are kept neat and tidy
 - Maintenance of vehicles and machinery
 - Repair and maintenance of all buildings and grounds
- Complete general administration duties diligently and operate the ARRC database.
- Maintain high standards of housekeeping and cleanliness in all areas of the ARRC as directed.
- Undertake any other general duties as directed by your line manager and co-operate with other members of staff as required.

Person Specification:

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • Management Qualification
Experience & Job Knowledge	<ul style="list-style-type: none"> • Practical experience working with animals • Working with the general public • Leading and supporting a team • Previous experience in a customer focussed environment • An understanding of and commitment to health and safety in the workplace 	<ul style="list-style-type: none"> • Previous management experience
Job Related Skills / Competencies	<ul style="list-style-type: none"> • Excellent customer care and communication skills • Ability to plan and organise own work and direct the work of others • Attention to detail • Strong IT skills 	
Personal attributes	<ul style="list-style-type: none"> • Commitment to animal welfare • Resilient and calm approach • Act with professional integrity • Flexible • Work well within a team 	<ul style="list-style-type: none"> • A commitment to and understanding of the benefits of animal welfare education
Additional relevant criteria	<ul style="list-style-type: none"> • Willingness to work within group shift pattern • Subject to a Disclosure Scotland standard check. • Full driving licence 	