

## **JOB DESCRIPTION**

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

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

To provide a professional management service. The post holder will be responsible for ensuring the highest standards of animal welfare, staff recruitment, succession planning, knowledge, training, cleanliness and presentation are met and maintained. You will be required to demonstrate excellent customer care and financial management skills.

### **Key Responsibilities:**

- Model the Society's values - Committed, Compassionate, Professional, Expert, Collaborative and Adaptable - in your leadership approach to drive a high performing culture, high employee and volunteer engagement through effective communication, and by giving and receiving regular feedback.
- Management of all centre employees, including the learning & development and performance management.
- To drive employee engagement through effective communication, providing and receiving employee feedback
- Production of ARRC budget.
- Recruitment and training of volunteers.
- Responsible for the Health and Safety of staff, volunteers and all visitors to the Centre.
- Handle enquiries from the general public and provide excellent customer service.
- Ensure that any dealings with the Media are agreed firstly with the Marketing and Communications department and that any subsequent interaction with the media is undertaken professionally.

- You will be required to give Educational Talks and to conduct tours of the Centre, where applicable. Thus part of this job is termed as a “Childcare” position.
- 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.
- Dealing with births and humane destruction.
- Administration of the Animal Rescue and Rehoming Centre in conjunction with the Assistant Manager including:-
  - Customer liaison, including maintaining the highest standards of customer care
  - Daily income and banking
  - Responsibility for management of the ARRC database system
  - Management of merchandise, including stocktaking, purchase of goods and income
  - Providing on-call night cover at the Centre on a rota basis.
  - 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:**

	<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>• Management 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>• Leading and supporting a team</li> <li>• Previous experience in a customer focussed environment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous management experience</li> <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>• Ability to plan and organise own work and direct the work of others</li> <li>• Attention to detail</li> <li>• Strong 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> <li>• Membership to Disclosure Scotland PVG Scheme</li> <li>• Full UK manual driving licence</li> </ul>	