

## JOB DESCRIPTION

<b>Job title:</b>	Fostering and Adoption Coordinator
<b>Reports to:</b>	Fostering and Adoption Lead
<b>Contacts:</b>	General public, Animal Rescue and Rehoming Centres (ARRCs), Inspectorate, Veterinary Department, Animal Helpline, external agencies

### Overall Purpose of the Role:

To be part of an expanding team within the SSPCA to support the adoption and fostering program across the central belt of Scotland. Working with our new and improved matching service to find animals in our care their perfect home whether it is a forever home or a foster home. This individual will work closely with ARRC colleagues to effectively manage the adoption journey by working collaboratively with them and other teams to ensure exceptional customer experience to adopters and to support a first class animal journey.

Working within a target driven, fast paced environment, this team player needs to be adaptable, driven, organised, and have excellent communication skills to build relationships and engage key internal and external stakeholders.

In addition, the successful candidate will be partnering with animal foster care volunteers in line with the Scottish SPCA foster program, ensuring that both animals and their foster carers needs are met. This will include working closely with internal and external vets to help facilitate these needs, and our internal behaviour service where appropriate.

Working alongside the Adoption and Fostering Lead, this person will be involved in developing and shaping the future of the Scottish SPCA's A&F program to improve animal welfare and contribute to the reduction of days in care, which is a key KPI for the organisation.

### Key Responsibilities:

- Model the Society's values, Committed, Compassionate, professional, Expert, Collaborative and Adaptable in the workplace at all times.
- Working within a past paced, target driven environment to deliver an effective adoption and fostering service, contributing to an enhanced animal experience and reduction in the number of days in ARRC care in order to improve animal welfare.
- Using our new and improved matching service to ensure animals that are ready for adoption or fostering find their perfect home in a timely manner.
- Be able to demonstrate excellent organisational and admin skills to ensure a smooth efficient service to animals and their adopters/fosters.

- Maintain a high level of attention to detail in completing and updating records and in addition maintain excellent communication skills internally and externally.
- Build relationships with adopters/fosterers ensuring exceptional customer service by building relationships with them and key internal and external stakeholders.
- Arranging introductions and coordinating meet ups with potential adopters/fosterers.
- Support adopters/fosterers with providing guidance in relation to management of animals in their care, whilst ensuring volunteering standards are adhered to.
- Liaise with the Regional Operations Leads and adoption and Fostering Lead to prepare performance reports to measure the success of the animal adoption and foster scheme.
- You will be expected to carry out any other general duties as directed by your line manager

**Person Specification: Animal Adoption and Foster Coordinator**

	<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>• Working with general public</li> <li>• Previous experience in a customer focused environment</li> <li>• Working with targets and goal setting</li> <li>• Organised with excellent admin skills</li> <li>• Good understanding of Microsoft programs and using an internal database</li> </ul>	<ul style="list-style-type: none"> <li>• Practical experience working with animals</li> <li>• Experience of recruiting and managing volunteers</li> <li>• An understanding 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 skills</li> <li>• Ability to communicate effectively with others, in writing, via telephone and face to face.</li> <li>• Ability to plan and organise own workload</li> </ul>	

	<ul style="list-style-type: none"> <li>• Good administration skills</li> <li>• Attention to detail</li> <li>• Working knowledge of Microsoft programs and good IT skills</li> </ul>	
Personal attributes	<ul style="list-style-type: none"> <li>• A strong interest in and commitment to animal welfare</li> <li>• Resilient and calm approach</li> <li>• Excellent communicator</li> <li>• The ability to handle challenging situations</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>• Full UK manual driving license</li> <li>• Willingness to work within the geographical area of work</li> <li>• Willingness to work within a flexible work pattern (including occasional weekends)</li> <li>• Subject to a Disclosure Scotland standard check</li> </ul>	