

For the appointment of

ANIMAL CENTRES DIRECTOR

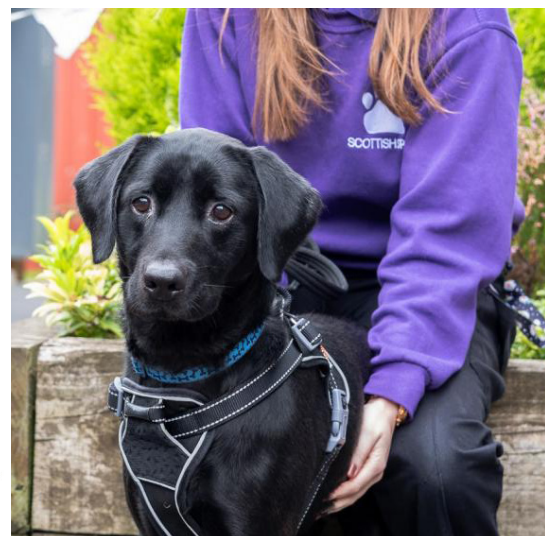


FWB

 **SCOTTISH
SPCA**

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INTRODUCTION FROM THE CEO

Dear candidate,

Thank you for expressing an interest in this role. The Animal Centres Director is an exciting new position that sits at the heart of what the Scottish SPCA is here to do. You will be the strategic lead for how we care for animals in our direct care to ensure we achieve the best outcomes for every animal. In the case of domestic animals this will ideally be finding an adopter who can provide a forever home, and for wildlife we strive to protect their welfare and where we can release into natural habitats.

We run more centres than any other charity in Scotland. We look after more animal types than anyone else: dogs, cats, rabbits, ferrets, fish, snakes, horses – and that's before we even attempt to list out the wildlife side with seals, swans, squirrels, eagles, owls and so much more! You will lead on overseeing how our centres operate to ensure we are doing everything we can on behalf of the animals we care for. Success will look like having an animal with us for as short a time as possible – adoption or release being what you want your teams to be driving towards. With some of the circumstances that lead an animal to be with Scotland's leading rescue charity, you will be responsible for ensuring your teams balance passion with professionalism, using the guidance from our clinical and behaviour teams. Being professional, insight-led, and informed by standard operating procedures will be your mantra. The Scottish SPCA wants its charity purpose consistently applied across different centres, and the most effective means to drive adoption to be replicated from centre to centre.

A standardised approach is essential, and you will lead on designing and delivering this as your primary goal: everything we do needs to be an unwavering application of what the Scottish SPCA knows is the best way to support animals under a wide variety of circumstances. While you'll be that business leader sitting at the 'top table', you will be the champion of our centre managers and their teams – and you'll be known to everyone at our centres, so senior leadership has a golden thread connecting it to the day-to-day successes and challenges of running complex, busy, tough but rewarding centres.

Thank you again for reviewing this pack. I hope my cover letter and the enclosed pack help you determine if this is a role that you should apply for – good luck if you do!

Kirsten at FWB is leading on connecting you with us.

We look forward to hearing from you.

Best wishes,



Mark Bishop CEO



ABOUT US

The Charity was founded in 1839. We are 187 years young. Over 90% of the population of Scotland know and value what we do for domestic, farm and wild animals.

We employ over 300 colleagues and have 900+ volunteers who have joined the fight to stop animals suffering. We are high on passion, endless in energy, committed to ensuring all creatures are treated well at the hands of humans.

The Charity has a turnover of circa £20 million, made up of mostly voluntary income. With close to 45,000 regular supporters, we are the largest and leading animal welfare charity in Scotland. We are in the hearts of the public, the ears of the politicians and the eyes of the media.

The Charity is undergoing an exciting period of renewal and innovation, and is forward-facing, increasingly brave, and fearless in its fight to stop animals suffering.

OUR CENTRES

We have animal centres across Scotland, including Inverness, Aberdeenshire, Glasgow and Edinburgh. Our business office is in Dunfermline.

Five of our centres are primarily focussed on domestic animals: dogs, cats, rabbits and some exotic species. In addition, we run the National Wildlife Centre near Alloa which is responsible for supporting wild animals across the whole of the country.

The Scottish SPCA has an animal service model which considers all stages of an animal's journey with us. Our Helpline is the entry point for the model where we are notified of when an animal may need our support. We have field-based teams who go into domestic, farm and wildlife settings to evaluate a situation. Where it is appropriate to do so, we take custody of injured or threatened animals and bring them to a centre.

That's where the Animal Centres Director role comes into play. You'll ensure we do our best for every animal in our direct care, always driven by adoption or release as your preferred outcomes. To achieve this, we need our centres to be run effectively, consistently and with clear accountability to the wider charity.



OUR VISION: FOR ALL ANIMALS

By 2032, Scotland will be the best place in the world for an animal to call home. This is a vision where all animals have a good life.



RESCUE AND ENFORCE

We rescue injured, neglected or abused animals, we conduct investigations and we are empowered to enforce the law to bring justice to those who cause suffering to animals.



REHABILITATE FOR ADOPTION, FOSTERING OR RELEASE

We provide veterinary care, behavioural training and other expert support for successful adoption and fostering of domestic animals or release of wild animals into their natural habitat.



INSPIRE AND EDUCATE

We improve knowledge of animal welfare and increase awareness of the positive impact animals have on our lives.



ADVOCATE AND CAMPAIGN

We set the standards whilst highlighting the need for change and championing reform in the animal welfare sector.



ROLE PROFILE

Job Title:	Animal Centres Director (full time, permanent)
Location:	Hybrid - HQ, Dunfermline and home
Salary:	£75,000

Overall purpose of the role

You will support our fight against animals suffering by acting as the strategic lead for the rehabilitation and rehoming centres we run across Scotland.

You will lead on ensuring we apply consistent professionalism from admission to adoption, maximising clinical and behavioural expertise to determine how to get the right outcome for every animal.

Specific responsibilities

- 1. Oversight of animal centre operations:** You will ensure we have the right policies and procedures in place to run our animal centres in a consistent and effective way, supported by the right business systems.
- 2. Adoption and release outcomes:** You will ensure we maintain the right occupancy levels, and customer-oriented approaches to drive adoptions and releases. You'll promote an effective fostering network too to support these wider goals.
- 3. Driving a common culture:** You will ensure, in partnership with your centre managers and adoption & fostering leads, there is a positive and inclusive culture across our centres amongst both our colleagues and our vital volunteers.
- 4. Compliance & reporting:** You will ensure there is a strong alignment with health & safety, wider compliance and business reporting across the centres. This will include ensuring there are effective cross-team protocols to maximise the effectiveness of clinical and behaviour services.
- 5. Continuous improvement:** You will identify opportunities for innovation, growth and service improvement across the animal centres network, capturing and celebrating good practice to share with supporters and inspire new donations.
- 6. Leadership contribution:** You will play an active part in developing overall Society strategy, delivery plans, stakeholder engagement, reporting and trend analysis for everything we do for animals.

PERSON SPECIFICATION

You may have direct experience of providing animal services, or you may have broader strategic skills in a complex operational setting. We need a leader who excels at the following:

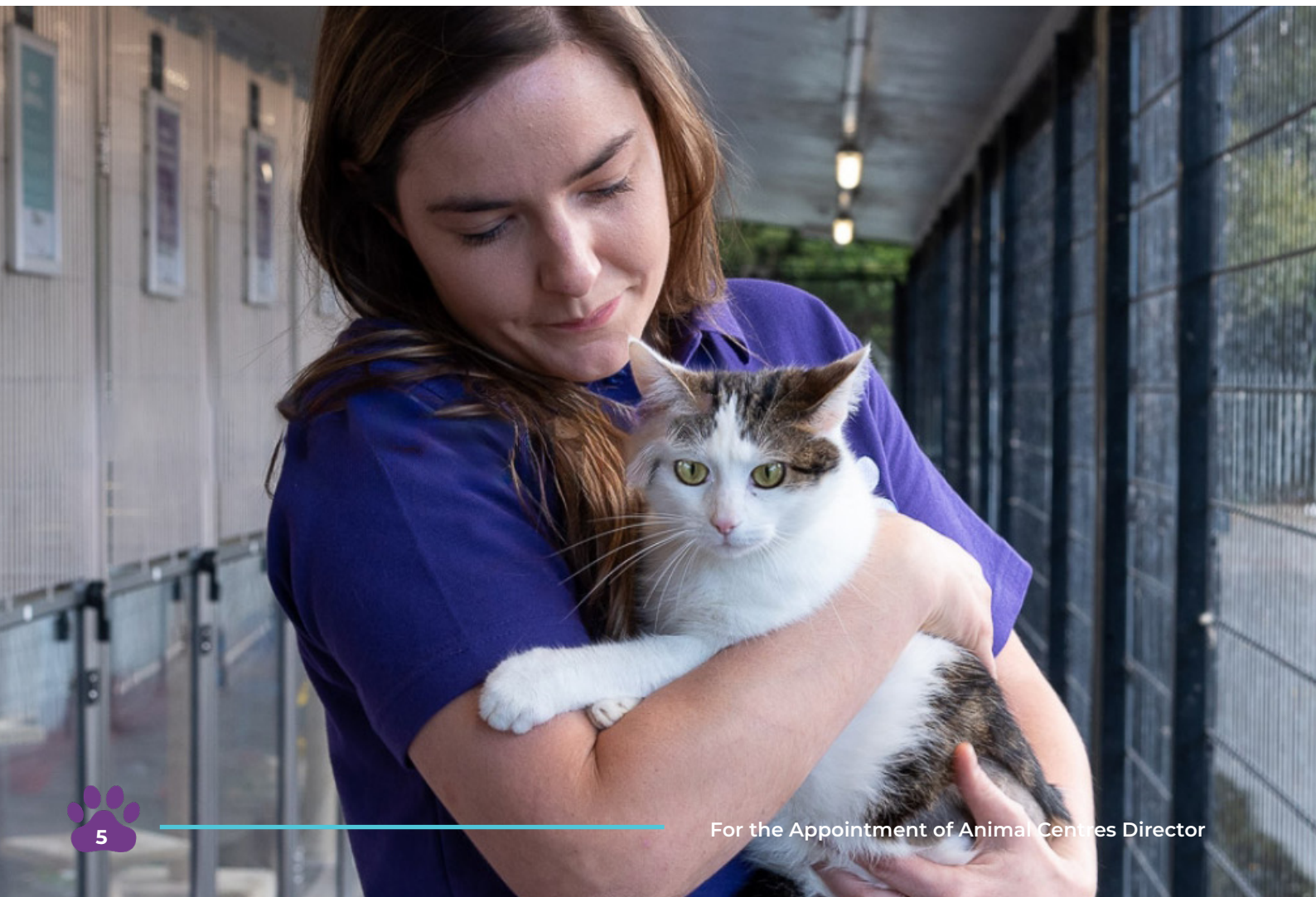
STRATEGIC THINKING – we need to know where we want our centres to be in ten years or more

BUSINESS SKILLS – budgeting and activity planning, reporting and variance analysis are critical

INSIGHT DRIVEN DECISIONS – ensuring we have the right data and know what animal welfare trends exist

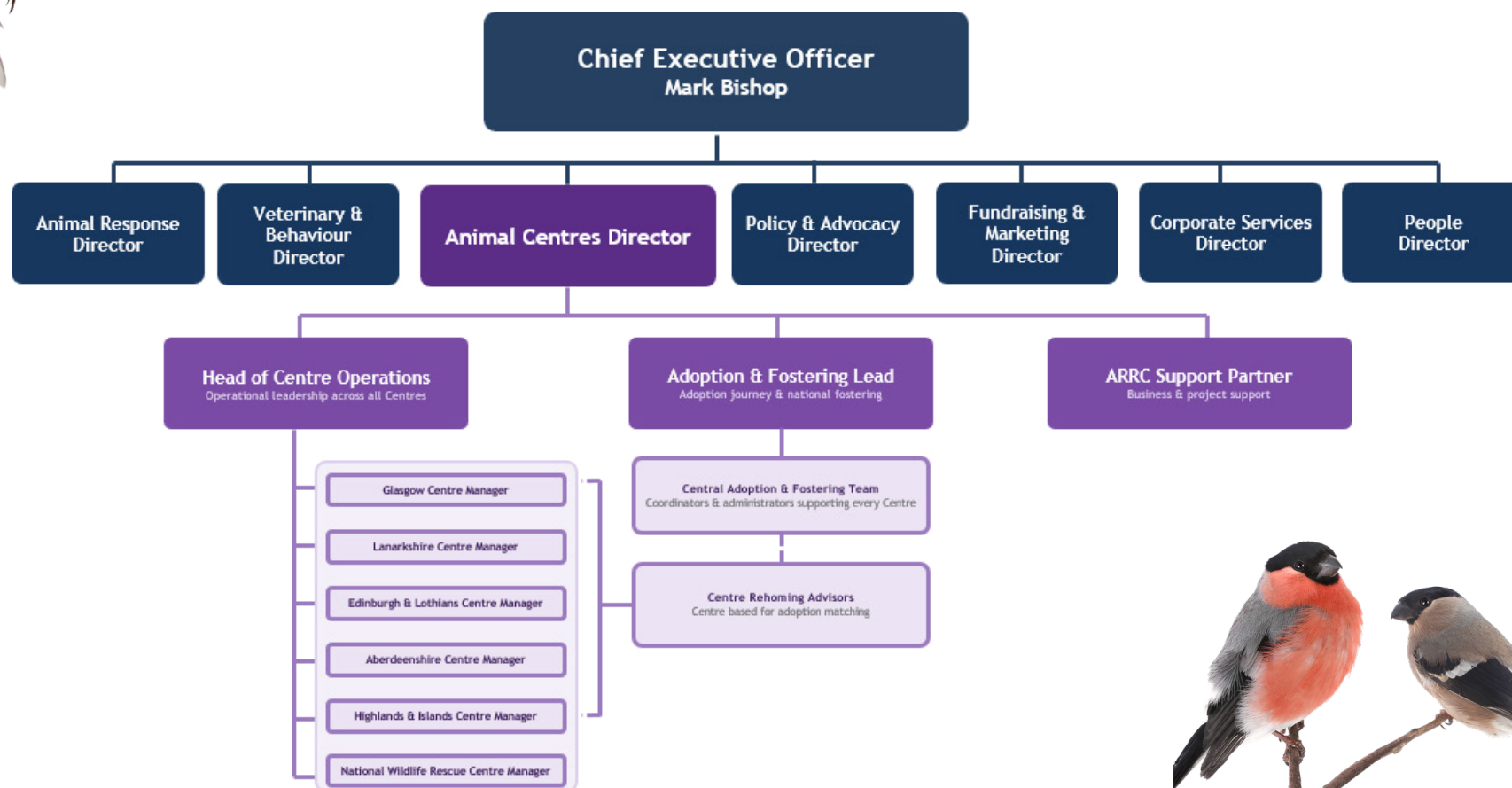
LEADERSHIP AROUND A SHARED PURPOSE - promoting accountability to deliver excellent outcomes

COLLABORATIVE – knowing how to negotiate, hold and give ground, and always be driven by the ‘bigger picture’ in making decisions and resolving issues





THE ORGANISATION



HOW TO APPLY

For further information or a confidential discussion, please contact Kirsten Hendry on: applications@fwbltd.com

Or alternatively, you can contact our Edinburgh office by phone on +44 131 539 7087.

Applications should be made by way of a CV and covering letter (of no more than two pages) that addresses your relevant experience and motivations for applying for this role.

The deadline for applications is 09:00 on Monday 3 August.



For All Animals

Making Scotland the Best Place in the World for an Animal to Be





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