

National Animal Welfare Trust Job Description

Title:	Animal Welfare Supervisor
Location:	NAWT Hertfordshire, Tyler's Way, Watford, WD25 8WT
Salary:	Circa £26k per annum (dependent on experience)
Hours:	40 hours per week on a shift basis, to include some weekends
Term:	Permanent (3 month probationary period)
Reports to:	Centre Manager

Purpose of the post:

To oversee all aspects of the homing journey for animals in NAWT care, maximising rehoming opportunities wherever possible by ensuring the team are providing a professional and friendly service. The role is responsible for developing the staff and monitoring ways of working to ensure high levels of animal care are in place at all times. The Animal Welfare supervisor will oversee the promotion of the Centre and pets for rehoming via the website and social media. When required, the role will deputise for the Centre Manager in their absence.

Duties and Responsibilities:

Animal Care

- Ensure high standards of animal care are maintained at all times, continually meeting ADCH standards
- To ensure all animals receive appropriate training and socialisation by staff and volunteers
- Supervise and assist (when necessary) in the day to day care (cleaning, feeding, socialisation etc.) of animals in NAWT care
- Monitor and manage animal health in liaison with the Veterinary team
- To support the veterinary surgeon as required

Animal Intake and Rehoming

- Use appropriate systems and documentation to monitor and manage the intake and homing of animals in line with agreed procedures
- Ensure all animals are assessed, advertised, matched and rehomed in a responsible and timely manner
- To effectively resolve homing queries, ownership queries, requests and complaints to ensure resolution at first point of contact whenever possible
- Work with the Centre management team to fully implement and monitor Home Direct and Short Term Fostering homing initiatives
- Maintain relationships with local animal welfare organisations, dog wardens and local councils

People Management

- Manage and develop a team of Animal Care assistants to ensure high standards of animal welfare are maintained
- Manage staff performance with regular reviews and feedback, setting objectives as required to improve performance
- Manage rotas and allocation of tasks to ensure that the Centre is sufficiently staffed at all times
- Run team meetings as required to ensure effective team communication and training
- Recruit new animal care assistants as required and ensure they are inducted and trained correctly
- Support with organising, training and managing the animal care volunteers

Other Duties

- Carry out risk assessments and reviews to ensure that Health & Safety legislation is adhered to
- To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them
- Process and maintain accurate paper and electronic records and general data storage as required by NAWT policies and GDPR regulations
- To attend relevant training and personal development opportunities in order to fulfil the requirements of the post
- Contribute to the fundraising activities carried out by the centre
- To carry out any other duties relevant to the post as directed by the Centre Manager or Head Office Senior Management Team

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Experience of working or caring for animals, in a rehoming (or similar) environment	Yes	
Significant experience of performance management, supervising and coaching a team		Yes
Excellent communication, customer care and interpersonal skills		Yes
Experience of administrative tasks and good organisational skills, especially the ability to prioritise workloads		Yes
A flexible approach to cope with a varied and demanding workload		Yes
The ability to work as part of a team		Yes
Some knowledge of animal behaviour	Yes	
IT skills to include Microsoft Word, Outlook and Excel	Yes	

THE PERSON

The successful candidate will be hard working, reliable, good humoured and confident, with a solid background in developing, coaching and line managing staff. They will have an aptitude for dealing with people, natural leadership skills and believe in the importance of good customer service. They will have experience of working in a sometimes emotionally challenging environment and have the natural ability to defuse such situations, creating a calm working atmosphere.

Ideally, they will have an affinity with animals, but will be able to take an objective view on the care of the animals for which they are responsible.

Please note due to our location it is preferable to be able to drive, or have your own mode of transport, as there is no public transport available to the Centre.