

Centre Supervisor Job Description

Title: **Centre Supervisor**
Location: **NAWT Hertfordshire, Tylers Way, Watford-by-Pass, Watford, WD25 8WT**
Salary: **£28,080 per annum**
Hours: **40 hours per week (some weekend work involved)**
Term: **Permanent (3 month probationary period)**
Reports to: **Centre Manager**

Purpose of the post:

To oversee all aspects of daily operations 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 Centre 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.

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.
- To develop and implement new ways of working to improve the homing journey for all animals in NAWT care whilst providing a professional matching service for potential new owners.

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 animal care assistant rotas and allocation of tasks to ensure that the centre is sufficiently resourced at all times.
- Run team meetings as required to ensure effective team communication and training.
- Assist with the recruitment of new animal care assistants and volunteers 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.
- To continually maintain professional and collaborative working relationships with all colleagues.
- Contribute to the fundraising activities carried out by the centre.
- To carry out night duties on a rota basis.
- 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		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
Hold a full clean driving license		Yes
Some knowledge of animal behaviour	Yes	
IT skills to include Microsoft Word, Outlook and Excel	Yes	

THE PERSON
<p>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.</p> <p>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.</p>

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE