

ROLE PROFILE

Job Title: Manager
Responsible to: Dumfries & Galloway Canine Rescue Centre (DGCRC) Board of Directors
Based: DGCRC Centre at Dovecotewells, By Glencaple, Dumfries, DG1 4RH

MAIN PURPOSE AND SCOPE OF THE JOB

- To ensure the smooth and effective running and management of the DGCRC charity operations – Rehoming Centre and Shops
- To ensure all animals in rehoming centre or foster care are cared for in accordance with Charity policies and procedures and current animal welfare legislation
- To ensure performance targets agreed are met across all operational areas of the charity
- To lead and motivate a dedicated team to deliver excellent standards and customer care across all operational areas of the charity
- To seek continuous improvement and maximize efficiencies across all operational areas of the charity

KEY RESPONSIBILITIES

The manager will be responsible for managing the business, welfare of employees, volunteers and animals; security and maintenance of operational buildings and all property occupied by the charity and Health & Safety of all persons on site or working at shop locations or events off site

- Provide assistance and resources to support the operation of the charity shops
- Provide assistance and resources to support the operation of the kennels site
- Develop and maintain efficient working teams, dealing openly and promptly with any personnel issues as they arise
- Ensure that the Centre retains its ADCH kite mark by setting and monitoring standards in accordance with policies, procedures and legislation
- Ensure compliance with all other legislation pertaining to the work of DGCRC
- Represent DGCRC in the wider world of animal welfare, in the Dumfries & Galloway community and beyond
- Be accountable to the board for operational expenditure of the charity
- To optimize rehoming operations both at the kennels and through off site homing such as fostering, maximizing number of animals helped
- Advise the Board on future development and service improvement opportunities to the benefit of the charity

GENERAL RESPONSIBILITIES and DUTIES

- Manage the implementation of the charity's health and safety and data protection policy

- Manage and monitor budgets and expenditure, ensuring financial efficiency and leading the teams to promote an environment of cost awareness
- Ensure the charity achieves any performance targets agreed, while delivering high levels of animal welfare, customer care and quality measurements
- Ensure that all income received is assigned and banked appropriately
- Pursue additional funding opportunities
- Ensure teams are recruited, trained and mentored to provide excellent animal and customer care and demonstrate understanding of the business requirements of the charity
- Manage the charity's staffing policies, maintain HR and vehicle use records
- Resolve any complaints and disputes regarding the welfare and rehoming of dogs
- Organise and liaise with contractors working on all premises
- Oversee, contribute and support delivery of publicity and marketing activities including social media to maximize rehoming opportunities and income generation
- Ensure all relevant licenses, leases, insurances are compliant and current
- Oversee the health and welfare of dogs in the charity's care, carry out regular 'walkabouts' to maintain awareness of kennel and shop activities
- Ensure accurate paper and electronic records are kept to uphold best practice in team, customer, animal and financial management
- Oversee, promote and support new and existing volunteers in the assistance they provide for the charity, ensuring appropriate records maintained
- Regularly review systems and procedures to ensure meet the charity's needs of efficiency, effectiveness, responsibilities and quality control

This Job Description is not exhaustive

I have read, understood and accept my job description as detailed.

Signed:

Date:

Dumfries & Galloway Canine Rescue Centre	PERSON SPECIFICATION – Manager
SKILLS AND ABILITIES	<p>Essential:</p> <ul style="list-style-type: none"> • Full UK manual Driving Licence • Significant experience of practical companion animal care • Experience in an animal welfare and / or re-homing environment • Management experience and operational experience • Business performance, budget and financial management • Frontline customer care delivery experience • Proven ability to recruit, induct, train and performance manage teams • Ability to demonstrate excellent spoken and written communication skills • Excellent organization, planning, administrative and time management skills • Broad IT Skills including MS Word, Exel to Intermediate level • Managing Health & Safety including Risk Assessments and COSHH • Ability to represent the charity in the wider community • Ability to identify and act upon fund raising opportunities <p>Desirable:</p> <ul style="list-style-type: none"> • Managing volunteers • Project management • Presentation skills and public speaking • Ability to handle dogs and identify veterinary and behavioural problems or willingness to learn • Knowledge of Xero accounting package
QUALIFICATIONS	<p>Desirable:</p> <ul style="list-style-type: none"> • Management qualification • Veterinary qualification
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant sector quality and kite mark procedures • GDPR provisions • Animal rescue provision and trends in the UK • Pet care and welfare • Human Resources and personnel management

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	<ul style="list-style-type: none">• A good team player, articulate and confident• Willing to “muck in” to ensure that jobs are complete on time and to prescribed quality• Ability to identify and effectively manage potential conflict• Drive, motivation, enthusiasm, adaptability and understanding of the demands of working within a busy and challenging environment• Ability to work under pressure to meet deadlines and changing business needs• Ability to maintain suitable level of fitness to carry out the role effectively• Willing to commit to further training and Continued Professional Development
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