| Black RSPCA logo©.jpeg | Job Description |  |
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**Job Title:**  Animal Centre Deputy Manager

**Department/Team:**  Field Operations

**Location:** Animal Centres

**Line Manager’s Title:** Animal Centre Manager

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**1.** **Overall Job Purpose**

Responsible for the day to day supervision of the work of the Animal Care Assistants and deputising for the Manager when they are off duty. The post is compulsory resident and the Deputy Manager is required to ensure that 24-hour cover is maintained at the animal centre (except Birmingham and Wales & West could include Supervisor).

Please note text highlighted in pink is specific to Equine Centres (Gonsal & Felledge) only.

**2.** **Structure**

See Establishment Structure Charts.

**3.** **Key Tasks/Job Description**

1. To assist with recruitment and training and take responsibility for the supervision of all staff and volunteers in accordance with the standards required by the RSPCA Licensing Scheme and standard procedures. To provide training in all aspects of computer technology. AWD, P2P, Google training for existing and for new staff.
2. The postholder may be required to assess NVQs for Animal Care Assistants as well as standard procedure training. Assess/Internally Verify Diploma Level 2, and Level 3 units for “training of young horses
3. Equine training for Student Inspectors, and run the Equine Management courses for other RSPCA staff
4. Ensure individual equines have a training plan and regular assessments to prepare them for rehoming. Monitor plans and assess/train Grooms to ensure each equines’ horses full potential is reached and is correctly matched to a suitable adopter
5. Responsible for the day to day health and safety of staff, volunteers and the general public at the animal/equine centre and for the initiation of reports in accordance with the Society’s Health and Safety procedures. H&S induction with tour of Centre and Q&A’s. To ensure the manager is made aware of any health and safety incidents/concerns.
6. Responsible for the proper implementation of HR policies and procedures relating to staff, in discussion with the manager where necessary.
7. To ensure animal welfare standards are maintained in accordance with the standards required by the RSPCA Licensing Scheme.The ‘Minimum Standards for Equines whilst in the care of the RSPCA’ and ‘The Equine Industry Welfare Guidelines’.
8. To ensure the correct procedures are followed for intake, assessment, rehoming and euthanasia of animals.
9. To ensure all buildings, equipment, vehicles and grounds are adequately maintained in consultation with the manager.
10. In the absence of the centre manager, to ensure that all administrative paperwork and external correspondence is processed in accordance with Society procedures. Efficient recording, filing and retrieval of all administrative records relating to animal acceptance, care/rehabilitation, adoption and fostering rehoming procedures, including equine passport applications.
11. Responsible for the security of all buildings and contents.
12. In conjunction with the manager, promote fundraising and publicity opportunities at the centre through the establishment of good relations with the media, Branches, volunteers and general public.
13. Order goods and process invoices in P2P. Check expenditure is in line with current budget and seek out best purchases
14. To oversee and maintain drug dispensary to comply with legislation.
15. To assist in the management of Private Boarding Establishment including (and reporting back any concerns re: private boarding establishments) visitation, AWD entries, liaison with inspectors, coordination of animals into the animal/equine centre, assessment of behaviour for rehomeability purposes, rehabilitation and arranging any necessary vet treatment. (Newport, Bryn-Y-Maen and Gonsal only)
16. Fostering: Recruiting, supporting and managing fosterers and associated animal issues
17. To lead and develop the team effectively by carrying out inductions, regular 1:1s and annual appraisals, and supporting them to achieve an active personal development plan.
18. Ensure that carcass and 'sharps' disposal is undertaken in accordance with the procedures for disposal of clinical waste.
19. Liaise regularly with the Equine Re-homing Officer (ERO) to ensure there is a constant throughput of suitable equines into the centre.

1. To communicate professionally, effectively and appropriately with the team, and all other internal and external customers
2. Attend and contribute to meetings/events within the organisation and with external bodies to represent the RSPCA in a positive manner.
3. To undertake any other duties as required by the manager.
4. Training of external bodies, e.g. Fire Service
5. Gonsal specific: - First Aid Trainer - travels and Trains at other centres

While at work all staff are required to:

* Adhere to the Society’s charitable objectives which are to promote kindness and prevent cruelty to animals.
* Understand and comply with the Society Code of Conduct.
* Take care of their own health and safety and that of others who may be affected by their acts and omissions.
* Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other

reasonable duties as necessary to meet the needs of the Society.

**4.** **Person Specification**

Please see person specification attached (appendix A)

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This job description is a statement of the job content required as of October 2017. It should not be seen as precluding future changes.

Appendix A

**PERSON SPECIFICATION**

**Animal Centre Deputy Manager**

|  | **ESSENTIAL** | **DESIRABLE** |
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| **PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS**  | GCSE Maths and English or equivalent. | HNC/HND or equivalent animal qualification including a Veterinary Nursing qualification.NVQ Diploma level 2 or equivalent or equivalent qualification.NVQ Diploma assessors qualification desirable or achievement within one year of commencement of employment. |
| **EXPERIENCE**  | Veterinary nursing/animal care experience.Computer literate.Customer service experience.Animal handling and husbandry experience.Conflict management training / experience.People/line management experience.Varied work experience with equinesExperience of taking sole charge of a YardExperience of equine health, behaviour and handlingIn depth knowledge of breaking/schooling and rehabilitation of a variety of horses and ponies including problem equines.In depth knowledge and experience of equine care and husbandry |  |
| **SKILLS AND COMPETENCIES** | Excellent written and oral communication skills including experience of a variety of computer applications.Confident, competent riderAbility to tow a horse trailer |  |
| **PERSONAL QUALITIES** | A flexible approach to work.The ability to remain calm under pressure. |  |
| **SPECIAL CIRCUMSTANCES (if any)** | N/A. |  |

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