



Job Description



Job Title:	Animal Care Assistant
Department/Team:	Field Operations
Location:	Animal Centres
Line Manager's Title:	Centre Manager/Supervisor/Deputy Centre Manager

1. Overall Job Purpose

Provide care for animals in the Centre, establish good customer relations and maintain administration procedures in use.

2. Structure

See Establishment Structure Charts.

3. Key Tasks/Job Description

1. Assist with the preliminary assessment, ongoing inspection and or treatment of animals by a Veterinary Surgeon, or other authorised person at the Centre.
2. Carry out checks on animals, including the taking of temperature and inspection of eyes, ears, nose and throat for signs of infection or abnormality, reporting any abnormalities to manager or deputy manager at the Centre.
3. Identify a suitable diet, prepare and provide food and water for all animals in the establishment.
4. Attend to the needs of the individuals, including exercise, coat care/grooming, administration of first aid, treatments and medications as directed and to assist, in some instances with the humane destruction of animals, including carcass disposal.
5. To carry out routine animal behaviour monitoring/assessment prior to rehoming and to design and implement behavioural training plans where needed. To keep managers informed on the progress/outcome of behavioural plans and to raise any cause for concerns.
6. Complete documentation and maintain computerised records relating to the acceptance and release of animals.

7. Clean, disinfect and maintain to a standard of cleanliness set by management, animal accommodation, isolation and exercise areas; food preparation, laundry, storage, treatment and in some instances destruction facilities, reception, offices, stores, staff facilities including toilets and outside areas. Ensure buildings/exercise areas are secure at all times.
8. Attend to the needs of the client/customer/general public, face to face or via the telephone regarding animals at the centre and to undertake initial assessment of an animal and prospective adopter's suitability to one another. To provide post adoption advice to clients.
9. Liaise with colleagues in other departments/RSPCA Branches and contribute to the training and support of voluntary helpers/work experience students.
10. Assist with ordering, stock rotation, presentation, sales and stock taking. Operation of the cash register and the safe receipt of money. Maintaining daily cash records as directed. Maintain/monitor daily animal records and general administrative duties.
11. Participate in fundraising initiatives and events.
12. To undertake other duties as required by the Deputy/Animal Centre Manager. Other tasks undertaken by the jobholder *may* include, for instance:
 - Driving animals to the vet or carrying out other van runs.
 - Assisting with educational visits/talks.
 - Fostering and hand rearing animals.
 - Undertaking and/or arranging home inspection visits.
 - Post adoption advice to clients.
 - Implanting of microchips and completion of microchip records.
 - Assisting with animal promotional initiatives.
 - Taking temporary care of wildlife accepted into the Centre pending transfer.
 - Writing adoption write ups and taking photos, for use on kennel cards/rehoming website.

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)

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

PERSON SPECIFICATION**Animal Care Assistant**

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	GCSE's or equivalent qualifications.	NVQ Level 2 in Small Animal Care.
EXPERIENCE	A demonstrated genuine interest in animal care/welfare. Experience of working in a team environment.	Experience of domestic animal care and husbandry from working in the animal care/welfare industry. Experience of working with the general public.
SKILLS AND COMPETENCIES	A good communicator with strong customer care skills. Sound literacy and numeracy skills. A strong team player. The ability to multi-task on a daily basis. IT literacy, enabling the completion of documentation and maintenance of computerised records.	
PERSONAL QUALITIES	A flexible approach to work. The ability to remain calm under pressure. The ability to work with minimal supervision at times. A positive approach to day to day activities.	
SPECIAL CIRCUMSTANCES (if any)	Full, current driving licence.	