

Job Description

Title: Adoptions Preparation Handler
Directorate: Rehoming & Fostering Services
Responsible to: Assistant Manager – On-site Services (Horse)
Grade: 5.1

Main purpose of the job

As the Adoptions Preparation Handler, you will support the delivery of the Blue Cross strategy, and the Horse Rehoming & Fostering Strategy, by ensuring an efficient preparation stage of the horse journey. You will be caring for horses & ponies at the centre which includes all aspects of horse care, general yard work and assisting with vet and farrier visits.

As a skilled horse handler and trainer, the Adoptions Preparation Handler is responsible for expertly managing a specific number of horse cases within the on-site horse care service; these can be horses in our rehoming service or temporary crisis care. You will ensure welfare standards are met and the assessment, training and rehabilitation of the horses preparing for a new home is completed in the shortest amount of time.

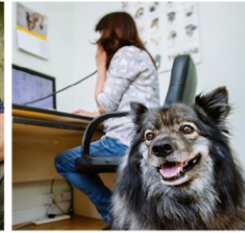
On a day-to-day basis you will handle and train a variety of horses and ponies, working with the Rehabilitation, Trainer and Behaviour Advisor (RTBA) and the Adoptions Preparation Lead to train and develop horses and ponies for rehoming. This will include starting and training unhandled horses and ponies.

You will work as part of a team to optimise training and to provide excellent customer service, showcasing and promoting Blue Cross horses and ponies to maximise their rehoming opportunities. You will work with centre-based volunteers and will liaise with the Foster Yard Coordinator to discuss horses that may move in to foster from a centre.

For many, the centre will be the 'public face' of Blue Cross so you will put customer service at the heart of every interaction. At Blue Cross we are ambitious, and the work carried out by our centres is key in achieving our strategy and ensuring that ultimately, we help more pets and horses.

Key responsibilities

- Be responsible for the 'preparation stage' of horses, caring for, assessing and rehabilitating horses living on site and preparing them for the 'adoption stage' or the best possible outcome for their circumstances with minimal delay.
- Deputise for Adoptions and Admissions Lead roles when required to ensure the services offered are not unduly affected.
- As part of the preparation team, you will deliver a high level of horse welfare, adhering to quality measures and national processes.
- You will ensure that the health of horses in Blue Cross care is efficiently monitored, and treatments administered, where applicable, without delay.
- Provide regular guidance to volunteers/fosterers and allocating tasks from a distance and occasionally onsite.
- Work as directed by the Adoptions Preparation Lead and Assistant Manager - Onsite and on your own or with the Adoption Coordinator, carry out meetings with potential adopters, providing information on the horse, answering questions, and ensuring the visit is conducted in a professional manner with the welfare of the horse always at the forefront of mind.
- In conjunction with the Adoption Coordinator, the RTBA and the Regional Adoptions Facilitator, provide additional in-person or virtual advice and practical demonstrations to ensure adoptees are fully aware of the



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work that has been done with the horse and how to continue with any other additional behaviour training or medical provision.

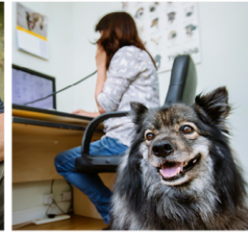
- Day-to-day care of the horses and ponies to include cleaning of accommodation, feeding, exercise and administration of medication as required.
- Taking videos and photos to promote horses for rehoming.
- Assist with vet, and farrier physio visits when required.
- Follow behaviour modification training programmes for horses as directed by the RTBA and the Adoptions Preparation Lead.
- Train a variety of horses and ponies as part of their rehabilitation programme, including young and inexperienced horses or those with training/behavioural problems.
- Travel offsite including occasional competitions or training sessions.
- Ensure the highest standards of customer care are delivered to all rehoming centre customers by providing a professional and friendly service at all times.
- Provide support to horses during euthanasia.
- To assist with the rehoming process including potential borrower appointments and assessing of horses both on site and off site.
- Maintain accurate paper and electronic records to include admission, rehoming, behaviour, training, financial and veterinary information.

Other duties and responsibilities

- Ensure the highest standards of client care are delivered to all centre visitors and contacts by presenting a professional and friendly approach ensuring a positive perception of Blue Cross is maintained.
- Participate in a range of meetings and working groups to contribute towards national continuous improvements.
- Ensuring the site is kept clean and tidy at all times.
- Participating/leading tours of the centre.
- Provide practical support, coaching and training of centre volunteers and new team members to ensure the highest standards of pragmatic care are achieved and maintained in line with all Blue Cross policies and procedures.
- Provide cover for specialist roles in absence/holiday according to operational need and to support of individual career development where applicable and continuation of our admission and adoptions service seven days a week.
- To observe and record insightful behaviour to contribute to a horse's temperament assessment, so that we understand the individual needs of the horse.
- There may be occasions when out-of-hours horse care is required.
- Be alert to safeguarding issues within the team and our clients and understand your role in raising safeguarding concerns.

The person

You will be intuitive with horses, empathetic and welfare focused having worked in a similar horse related environment. You will also be used to assessing the needs of a horse, alert to the behavioural signs and have a good knowledge of the use of medication e.g., hibiscrub, worming treatments, wound management. In addition, you will have a fundamental understanding that the best welfare intervention for a horse is to find a new home and leave on site horse accommodation as quickly as possible.



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You will be self-motivated, forward thinking with a collaborative and creative approach to your work, which will ensure you bring your best pragmatic ideas for the care of the horses to ensure the best outcome is achieved. In addition, you will be able to quickly assimilate information, be competent at accurately recording information while also conducting conversations with clients and stakeholders. You will be an excellent communicator, approachable with strong interpersonal skills.

You will know what it is like to work in an emotionally charged environment and have excellent 'bounce back ability' and resilience. In addition, you will be emotionally intelligent, showing empathy and knowing how to support clients and colleagues.

Essential qualifications, skills, and experience

- Demonstrable experience of having previously worked or volunteered with horses or in a horse welfare environment.
- BHS stage 3, NVQ3 or equivalent professional experience
- A working knowledge of caring for a variety of field kept and stabled horses/ponies.
- Experience of handling and training a variety of different types of horses and ponies.
- Experience of starting and producing a variety of young horses.
- Knowledge of basic horse veterinary procedures, common horse ailments and injuries.
- Excellent written and verbal communication skills.
- Good organisational and administration skills to include computerised systems.
- Current full driving licence.
- Experience of working to strict health and safety procedures.
- The ability to demonstrate, understanding and apply our Blue Cross values.

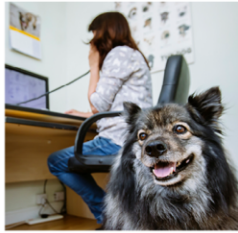
Desirable qualifications, skills, and experience

- Qualification or similar experience in horse behaviour or animal training.
- Experience of cash handling.
- Experience of working to strict health and safety procedures.
- Understanding of safeguarding issues.
- Qualified in B&E trailer driving, LGV driving, or experience of transporting horses.
- Practical application behavioural science and learning theory when training horses.
- Assessing, creating training plans and handling horses with behavioural problems.
- Preparing horses and ponies for rehoming.
- Working with unhandled horses and ponies.
- Preparing horses for competition.

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values: Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times.



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Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking.

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you.