

Job Description

Title:	Animal Training and Behaviour Manager
Location:	Hybrid (with regular travel to centres and once a week in Watford HQ)
Salary Range:	£31,000-£36,000 per annum
Hours:	35 hours per week (some weekend work involved)
Term:	Permanent (3-month probationary period)
Reports to:	Director of Operations

Purpose of the post:

The main purpose of this new post is to support and mentor the centre teams in assessing cats and dogs, providing positive reinforcement training and behaviour support to animals in NAWT care. The post will liaise with the centre management teams as required to identify the behavioural and training needs of individual animals at the centres, develop behavioural modification plans and identify the development requirements for centre employees and volunteers to contribute to their development plans. To collaborate with new owners to provide post homing support for any complex behaviour challenges displayed by newly homed pets.

Key Responsibilities:

- Conduct timely and objective behaviour assessments of dogs and cats whose behaviour concerns have been escalated to the Training and Behaviour Manager.
- Regular travel to the 5 NAWT homing centres to conduct training sessions with teams, animal assessments and provide other areas of support required.
- When escalated by the rehoming centres management team, provide post-adoption telephone or face to face support as required for new owners.
- Ensure all information relating to specific cases are recorded effectively by centre teams and communicated in a timely manner.
- Ensure all behaviour plans applied at centres are evidence based and have a positive effect on the pet's welfare.
- Take the lead in developing and implementing training and behaviour plans, working with the centre management team to ensure they are delivered effectively by the centre teams.
- Ensure up to date knowledge in animal behaviour is adopted by the centre teams and used to create training and development plans.
- Provide specific reports as and when required on all animals on behaviour modification programmes.
- Support centre teams with completing regular audits on assessment quality, length of stay and the advertising of pets in NAWT care.
- Plan and deliver agreed training on cats and dogs behaviour/training knowledge and welfare matters to NAWT employees and volunteers to ensure centre teams continually improve their knowledge to effectively work with and rehome pets in NAWT care.
- Support centre teams to ensure all animals are assessed, advertised, matched, and rehomed in a responsible and timely manner.

- Work with the centre management team to fully implement and monitor Home Direct and Short-Term Fostering homing initiatives.
- To develop and implement new ways of working to improve all aspects of assessment, training and matching within the homing journey for all animals in NAWT care.

Other Duties:

- 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 to fulfil the requirements of the post.
- To continually maintain professional and collaborative working relationships with all colleagues.
- To perform any other duties relevant to the post as directed by the Director of Operations or Senior Management Team

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Have a thorough, in depth knowledge of dog and cat behaviour, training and welfare. An animal behaviour or welfare qualification or similar relevant academic study is essential.		Yes
Have a strong track record of mentoring and motivating individuals including giving constructive feedback on performance.		Yes
Have practical experience in assessing cats and dogs. Developing and coaching others in behaviour modification and training programmes for cats and dogs with a variety of behavioural challenges within a rescue environment.		Yes
Have excellent communication skills and be able to clearly advise on and monitor the management of behaviour challenges within centres		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 UK driving license		Yes
IT skills to include Microsoft Word, Outlook and Excel	Yes	
Member of a registered behaviour body (e.g. APBC)	Yes	

THE PERSON
The successful candidate will be hard working, reliable, good humoured and confident, with a solid background in developing, coaching and line managing employees. 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.

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE