



JOB DESCRIPTION

Animal Welfare Officer x2 (1x full time/1x part time)

Salary: Full time £26,000 per annum / Part time £15,600 per annum

Contract: Permanent

Hours: Full time - 37.5 hours per week, working Sunday - Thursday. Part time - 22.5 hours per week, working Thursday to Saturday. Flexibility will be required in line with operational needs, including evenings and weekends.

Reports to: Branch Manager

Location: Across the Branch area with travel outside the area when directed by the Branch Manager.
Branch Area Postcodes: N2, N3, N10, N11, N12, N20, NW2 1, NW2 2, NW4, NW7 1, NW7 2, NW7 3, NW7 4, NW9 5, NW9 6, NW11, HA7 4 and HA8

About Us

RSPCA Finchley, Golders Green, Hendon & District Branch is an independent local charity working in partnership with the National RSPCA to improve animal welfare across North London.

We deliver a wide range of animal welfare services including rescue, rehabilitation, fostering, rehoming, community support and Trap-Neuter-Return (TNR) work for stray and feral cats. Our work is fast-paced, varied and deeply rewarding, helping animals and supporting local communities every day.

The RSPCA works to prevent cruelty, promote kindness and alleviate the suffering of animals. Our vision is a world where all animals are treated with compassion, kindness and respect.

We are looking for 2 compassionate, resilient and highly organised Animal Welfare Officers to join our growing team.

This is a hands-on operational role suited to someone with strong animal welfare experience who is confident working independently, managing varied casework and building positive relationships with members of the public, volunteers, fosterers, veterinary partners and external agencies.

You will play a key role in delivering frontline animal welfare services, coordinating animal care and rehoming pathways, supporting volunteers and fosterers, and helping strengthen animal welfare provision across the Branch area.

Main Responsibilities

Animal Welfare & Case Management

- Respond to animal welfare concerns delegated by the Branch Manager and referred to the Branch by local Inspectorate teams, Finsbury Park Animal Hospital, veterinary partners and members of the public
- Collect and transport sick, injured, abandoned and vulnerable animals safely and appropriately
- Arrange veterinary treatment, admissions, transfers and ongoing care for branch animals
- Coordinate rehoming, fostering and rehabilitation pathways for animals in our care
- Monitor the welfare, behaviour and progress of animals in foster homes, boarding facilities and veterinary settings
- Maintain accurate welfare and case records using branch animal management systems
- Manage lost and found animal enquiries, ownership claims and microchip transfers
- Support the transport of owned animals for veterinary treatment where appropriate Foster & Volunteer Coordination
- Support and help manage the branch fostering network alongside the Branch Manager • Assess adoption applications and conduct home visits
- Provide ongoing support, guidance and welfare advice to fosterers and volunteers TNR & Community Welfare
- Support and develop the Branch Trap-Neuter-Return (TNR) programme for stray and feral cats
- Trap, transport and coordinate neutering and release of feral cats in line with welfare procedures
- Promote responsible pet ownership and animal welfare education within the local community

Fundraising

- Represent the branch at community events and outreach activities to generate income for the branch.

Partnership & Stakeholder Working

- Maintain effective working relationships with veterinary practices, inspectors, local authorities, rescue organisations and other agencies
- Work collaboratively with branch staff, including shop staff and volunteers to deliver high-quality welfare services
- Communicate professionally and compassionately with members of the public, including in emotionally challenging situations

Operational Responsibilities

- Maintain branch equipment, supplies and welfare resources appropriately
- Ensure branch vehicles are used and maintained in accordance with branch policies
- Keep accurate operational records and contribute to reporting requirements
- Attend relevant training as required

Person Specification

Essential

- Full clean UK driving licence and willingness to use own vehicle where necessary and live within or very close to the Branch area due to operational requirements
- Previous experience working within animal welfare, rescue or a related environment, including confident handling of cats and other domestic animals
- Strong organisational and communication skills with the ability to manage varied casework independently, remain calm under pressure and work professionally within emotionally challenging situations
- Professional, compassionate and resilient approach with flexibility to work occasional evenings and weekends
- Commitment to the values and aims of the RSPCA

Desirable

- Experience working within the charity sector
- Experience supporting or supervising volunteers

Additional Information

- Holiday entitlement is 28 days pro rata per annum including bank holidays
- References and DBS checks will be required
- The role may require work from branch sites including:
 - East Finchley Charity Shop – 160 High Road, N2 9AS
 - North Finchley Charity Shop – 736 High Road, N12 9QD
 - The branch cattery unit - Thane Villas, N7 7PH

The position is employed by RSPCA Finchley, Golders Green, Hendon & District Branch (Registered Charity No. 211851).

How to Apply

Please submit a CV and a covering letter outlining your suitability for the role and how your experience meets the essential criteria.

Due to the anticipated volume of applications, only shortlisted candidates will be contacted. If you have not heard from us within two weeks of the closing date, please assume your application has been unsuccessful on this occasion.