

Job Description

Title: Assistant Manager – Offsite Services
Directorate: Rehoming & Fostering
Responsible to: Centre Manager
Grade: 4.1

Main purpose of the job

As the Assistant Manager, you will support the delivery of the Blue Cross strategy by overseeing the smooth operational running of all offsite pet care services. By embedding a healthy, culture which attracts and maintains engaged and empowered teams, you will ensure that the right pet is placed in the right service, in the quickest amount of time.

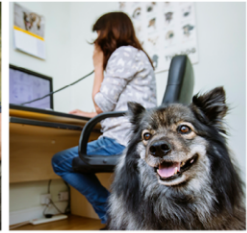
You will be accountable for achieving pet related targets while ensuring that your team of Pet Welfare Assistant (home based/off site), delivers a high level of animal welfare, adhering to quality measures and national processes within their case management. Managing and motivating your team is a key aspect of this role as this will enable the centre to deliver high-quality home-based pet care services and provide great development opportunities for those you manage.

On a day-to-day basis you will have responsibility for the smooth running of the home-based pet operations, which includes, as a subject matter expert, the practical animal handling and assessing where necessary, having overall responsibility for ensuring pets are prepared for adoption in the quickest amount of time. This will see you working closely with your team and colleagues to make sure that any pet assessment, behaviour, or training is delivered in a timely and efficient way and that any foster carers are fully supported.

For many, the Centre will be the 'public face' of Blue Cross so you will need to ensure that your team put customer service is 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.

Key responsibilities

- Deputise for Centre Manager and other Assistant Manager roles when required to ensure the services offered are not unduly affected.
- Day to day management of a team of Pet Welfare Assistants (off site/home based) to ensure operations and are efficient, adhered to the Blue Cross animal welfare standards and pets are made available for adoption in the quickest amount of time.
- Practical animal care and handling where necessary to support off site operations and efficiencies in assessing and training pets and demonstrate key pet handling skills and techniques within the team.
- Practical animal care and handling where necessary for home-based pets visiting a Blue Cross site facilities to progress and complete assessments.
- Practical animal care and handling to support onsite operations and efficiencies when deputising for the Centre Manager
- Provide expert subject matter expertise on the handling and care of pets, role modelling this and ensuring a consistent approach, inline with Blue Cross welfare standards is applied at offsite/home-based sites.
- Through close people management, drive performance and continuous improvement of the home-based pet care and rehabilitation in the preparation stage of the pet journey.
- Responsible for the ensuring that Blue Cross Health and Safety rules are adhered to by all team members and fleet at the site is run efficiently ensuring up to date vehicle health and Safety checks are completed.

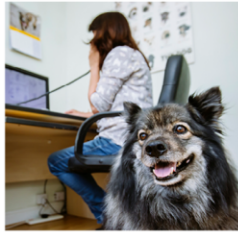


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- Work closely with the Admissions Coordinator to ensure processes are efficient, that there is a culture of continuous improvement and that there is a focus on the 'refill stage' and plan the intake of new pets into home-based service capacity so we can optimise the number of pets helped.
- Work closely with the Adoptions Coordinator to ensure processes are efficient, that there is a culture of continuous improvement and that there is a focus on "adoptions stage" for pets in assessment in home-based services, so we can optimise the number of pets helped.
- When onsite pets require home-based or foster services, work with the Assistant Manager – Onsite Services to move the pet into a home by finding a suitable foster home, always upholding pet welfare needs as priority.
- Management of the Foster Coordinator role, working closely with them to recruit, develop and retain our Fosterers, and working with your team to ensure Foster Volunteers are integrated and welcomed to Blue Cross
- Role model the Blue Cross Values and Competencies, ensuring you use them to manage and develop your team and as a framework for the way you communicate and collaborate with others.
- Maintain excellent sector knowledge, keeping up to date with Blue Cross animal welfare guidance to ensure our centre based national services are consistent and that are sustainable.
- Work closely with the Centre Manager to feed into key decisions relating to the welfare and viability of rehoming centre based pets.
- To ensure your team are working positively towards growing both foster capacity and number of pets helped through the foster service in line with our strategy.
- Be an inclusive leader, role modelling the Blue Cross Values and Competencies, ensuring you use them to manage and develop your team and as a framework for the way you communicate with internal colleagues and clients.
- Communicate and influence stakeholders in and outside of the charity to build relationships, partnerships and facilitate continuous improvement and increase the level of knowledge and understanding of the quality and scope of Blue Cross off site rehoming and fostering services and the training and assessment capability delivered from the centre for visitors, local community and local charities.

Other duties and responsibilities

- Coaching and mentoring team members to develop their skills, ensuring any people management issues are addressed quickly, nipping any potential problems in the bud.
- Liaise with the Volunteer Coordinator and participate in the induction and support of Centre volunteers, ensuring your team welcome and collaborate with this valuable resource.
- Liaise with the Foster Coordinator and participate in the induction and support of fosterers.
- Adhere to Centre budgets, proactively monitoring and reviewing spend and always looking for opportunities to maximising cost savings.
- When needed, 'roll up your sleeves' and assist in the day-to-day care of pets to include cleaning, feeding, exercise and administration of medication.
- Support fundraising, publicity and education events and activities, including the need to attend media interviews and conduct tours of the Centre to advertise the pets and promote the services Blue Cross provides.
- Build relationships with internal and external teams/individuals to enhance the image of the Centre, Blue Cross and ensure own continued professional development.
- Work closely with the Centre Manager and other assistant managers to uphold high standards of customer care and escalating significant issues affecting safety, pet welfare or reputation.
- Participate in a range of meetings, conferences and working groups to contribute towards national continuous improvements.



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- Enhance the image of Blue Cross through working with the local community, ensuring you and your team are representing the charity well and that your messages are in line with Blue Cross's stance or position.
- Be alert to safeguarding issues within the team, volunteers and clients and ensure everyone knows their role in raising safeguarding concerns.

The person

You will be an excellent manager of people, having skills which are finely honed by working in a similar, animal related environment. You will also have expert knowledge and application of pet welfare and care and have an understanding of how to drive performance improvements and efficiencies and be prepared to address promptly under-performance poor levels of service.

You will be able to lead a team of Pet Care Specialist, developing and empowering them through effective management and coaching. You will be a positive and innovative manager, with excellent communication skills and with the ability to adapt your approach to different styles and audiences. As there are many 'plates spinning', you need to be organised, adaptable and be prepared to make decisions in a high-pressure environment.

You will also bring strong analytical skills and have the ability to rigorously monitor, assess and evaluate in order to deliver improvements. You won't 'rest on your laurels', you will have an appetite to continually improve onsite facilities and services, ensuring your team and others involved are engaged.

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 your team and members of the public.

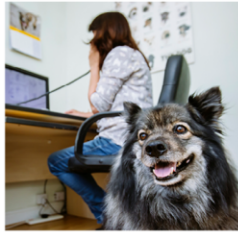
Essential qualifications, skills, and experience

- Significant experience in managing a team.
- Significant experience in delivering high level Customer service in a fast-paced environment.
- Significant subject matter expertise and application of pet welfare and handline of domestic animals
- Experience of working in rescue welfare environment
- High standard of verbal and written communication.
- Experience of developing, mentoring & coaching operational teams.
- Proven decision-making ability.
- Current full driving licence
- The ability to demonstrate, understand and apply our Blue Cross values.

Desirable qualifications, skills, and experience

- Performance management and improvement experience.
- Change management experience.
- Delivering training and presenting to large groups.
- Experience working with volunteers.
- Qualifications in management, leadership, or coaching
- Understanding of safeguarding issues.

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.



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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

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