

Job Description

Title: Contact Handler – Rehoming Admissions
Directorate: Fundraising, Marketing and Communications
Responsible to: Rehoming Admissions Supervisor
Grade: 4.2

Main purpose of the job

Our Rehoming Admissions team are dedicated to supporting members of the public who need help with a pet in their care. As part of a small and dynamic team of Contact Handlers, you are an essential link in the chain to connect pets in need with our services.

As people with pets in need reach out to Blue Cross, you will be our frontline team to hear their story and provide advice, signpost to our behaviour team or vets and/or other organisations as advised by the Welfare Standards team, or to begin the admissions process.

Our priority is to tackle the perception that it's cruel to give up your pet by providing a truly understanding, empathetic and effective service that is focused on delivering outcomes that help both people and pets in need.

Key responsibilities

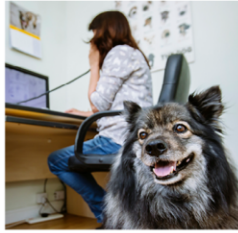
- Promptly respond to calls and emails from members of the public who need help with a pet in their care
- Show empathy & compassion in supporting our customers with consistent advice about the options they have to help with their pet including initiating our admissions process where appropriate
- Gather essential pet information so that our rehoming teams can provide excellent care based on the individual pet's requirements
- In collaboration with our Rehoming and Customer Care teams, support our response to general enquiries related to pet admissions
- Work with internal partners in rehoming and behaviour to enable greater impact and efficiency through collaboration
- Accurately capture data to provide improved insight and understanding of the demand for pet admissions, and enable us better support those wishing to use the service
- Embed a customer-focused approach to respond to user need effectively with understanding and fulfil our commitment to the Blue Cross Customer Charter
- A willingness to be trained in other call types as and when required by Blue Cross
- Be an advocate for the charity by representing our values, and supporting our aims and objectives

The person

You will be approachable, adaptable, and committed to a culture where empowerment and inclusivity are valued. A skilled communicator with a "can do" mentality, you will be organised, confident and reliable and be capable of working on your own or as part of a team. You will be able to remain calm and patient when you are faced with challenging situations and difficult calls. Resilience and the ability to handle challenging phone calls with tact and diplomacy, whilst being able to retain a degree of professional detachment, will be central to your role.

Essential qualifications, skills, and experience

- Experience of call handling in a work environment
- Experience of working with customers in a busy customer service environment
- Ability to handle challenging situations with resilience, tact, compassion, and diplomacy
- Excellent communication, literacy and administrative skills including a good knowledge of Windows and MS Office and good keyboard skills
- Excellent organisational and time-management skills with proven ability to prioritise



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- Understanding of animal welfare principals and experience of caring for a variety of species
- The ability to self-manage while working collaboratively as part of a team
- The ability to demonstrate, understanding and apply our Blue Cross values

Desirable qualifications, skills, and experience

- Experience of employment or volunteering for a charity
- Knowledge of data protection and GDPR
- Experience working with CRM/database systems

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

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