

Job Description

Title: Head of Rehoming and Fostering Service Operations
Directorate: Rehoming & Fostering
Responsible to: Director of Rehoming and Fostering
Grade: 2.0

Main purpose of the job

Lead the operational delivery of Blue Cross Rehoming and Fostering services, ensuring welfare standards, pet care, client journeys and the Blue Cross approach to rehoming pets is applied consistently across the entire national service.

Grow Blue Cross external and internal reputation for best-in-class Rehoming and Fostering services. Drive sustainability, through productivity, income generation, including offsetting of operational costs and managing the cost base.

As a member of the Rehoming and Fostering senior leadership team, and the wider Blue Cross leadership team, the role will embed a healthy, positive culture attracting and maintaining a highly engaged and empowered team with opportunities to develop a career path within Blue Cross.

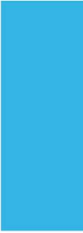
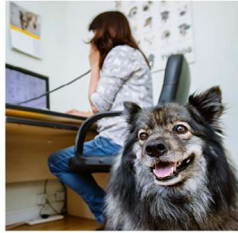
Key responsibilities

Lead the operational delivery of Blue Cross Rehoming and Fostering services, ensuring welfare standards, pet care, client journeys and the Blue Cross pragmatic approach to rehoming pets is applied consistently across the entire national service.

- Lead the delivery of Blue Cross Rehoming and Fostering operations of “on site” and our “home based services” from locations across the UK.
- Manage and coach a team of Operational Managers who are responsible for a national function and line manage Centre Managers. Working collaboratively to ensure a one team approach to delivering national service operations.
- Work within the Rehoming and Fostering senior leadership team to support development and facilitate the transition of new services and products to business as usual and that these new services are embedded and delivered consistently across the national service.
- Work within the Rehoming and Fostering senior leadership team to ensure standards and processes are adhered to in operational delivery. That our SOPs support the delivery of pragmatic services.
- Work within the Rehoming and Fostering senior leadership team to ensure service level agreements are delivered by our internal behavior service and pets are not admitted for want of preventative behavior advice. That pets in our services are not held up for rehoming waiting for behavior referrals or highly risk averse decisions. That training and rehabilitation is applied by our pet care teams consistently across the national service.

Grow Blue Cross external and internal reputation for best-in-class rehoming and fostering services.

- Build strong, credible and respected external and internal view of Blue Cross Rehoming and Fostering expertise, cultivating productive relationships to facilitate collaboration and knowledge sharing.
- Oversee and monitor the delivery of a positive rescue client experience which supports our own reputation and that of the sector.
- Develop and analyse internal and external insight to benchmark and evidence our effective rehoming and fostering practices.
- Supporting the induction of senior team members across the charity to understand the approach to our pragmatic service delivery model and the reciprocal nature and value of our charity's teams.



Job Description

- Accountable for the operational delivery of health and safety procedures across our national services and completing the mandatory checks required of the role.

Drive sustainability, through productivity, income generation, including offsetting of operational costs and managing the cost base.

- Build and lead the Rehoming and Fostering operational working group to ensure efficient working practices, a bottom-up approach to feedback and improving the amount of time as a service we spend on directly helping pets reducing non value adding activities.
- Cultivate and utilise our partnerships to maximise the pets we can help and minimise costs.
- Work with our finance and insights teams to ensure optimal, operational productivity and effectiveness through measurement, evaluation and continuous improvement of operations. Analyse insights from operational data to support the continuous improvement of operational performance.
- Support our Fundraising teams to develop cases for support to offset operational costs.
- Manage the cost based of our services, monitoring spends and the adhering to procurement processes.

As a member of the Rehoming and Fostering senior leadership team, and the wider Blue Cross leadership team, the role will embed a healthy, positive culture attracting and maintaining a highly engaged and empowered team with opportunities to develop a career path within Blue Cross.

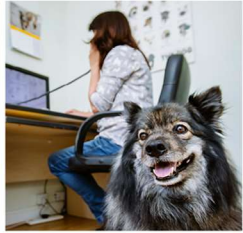
- Drive the cultural development of the operational teams aligning with our 'one' Blue Cross culture.
- Build and lead a Rehoming and Fostering operations working group that has skills, insight, and capabilities to deliver our pets helped ambitions, and presents employee development opportunities through project work, role cover or feedback.
- Work within the Rehoming and Fostering senior leadership team to assess, monitor, and actively manage strategic risks to ensure business continuity of rehoming and Fostering services.
- Role model bigger picture Blue Cross thinking, ensuring our decisions align to our strategy and demonstrate Blue Cross values and culture.
- Create a great place to work where people feel good and can be their best with autonomy within a clear framework, addressing performance issues with respect and candid feedback.

Other duties and responsibilities

- Attend and contribute to Blue Cross leadership team meetings taking on areas of responsibility when required.
- Responsible for promoting Blue Cross and our services by hosting, contributing and speaking at internal or sector meetings.
- Provide cover for the Director of Rehoming and Fostering at sector or executive team meetings.
- Point of escalation for serious incidents and deployment of contingency plans
- Be alert to safeguarding issues within the team, volunteers and clients and understand your role in raising safeguarding concerns.
- Ensure compliance with all internal and external policies, procedures, and legislation, including health and safety, people, finance, technology, information security and GDPR frameworks.

The person

- Confident to influence across an organisation from front-line teams up to board level.
- Works with diplomacy and professionalism whilst displaying Blue Cross values.



Job Description

- A structured and highly organised strategic person with big picture thinking and a desire to improve the lives of pets across the UK.
- Collaborative working with board connections in the animal welfare sector.
- Driven evidenced based thinker with an ability to analyse complex data. Skilled at balancing priorities in the delivery of services, strategic development and support of people and pets.
- Continuous improvement mindset and capability to deliver value from operational services in a sustainable way.

Essential qualifications, skills, and experience

- Significant experience working
 - In pet rescue, ideally multispecies, having undertaken roles in the rescue environment
 - As a sector leader, influencing and delivering organisational wide at a strategic level
 - In operational leadership in an animal welfare and care environment, area management or the management of other managers
 - A skilled and experienced coach
 - Performance improvement management
 - Delivering and evaluating animal welfare service operations within an organisation with comparable reach and complexity

Desirable qualifications, skills, and experience

- Animal welfare qualification
- Leadership/lean qualification or equivalent experience
- Leading in a commercial environment, delivering sustainable services or profit-making services
- Working in cross sector animal welfare working groups and forums
- Media and public speaking
- Responsibility of physical asset management
- Managing multi-million-pound operational budgets

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

Last updated Feb 24