

JOB DESCRIPTION

Job title:	Community Animal Support Manager
Accountable to:	Head of Operations & Acting Head of Clinic
Department:	Operations
Location:	London

Context

Mayhew provides a range of animal welfare and veterinary services, in the UK and abroad. We offer expert veterinary care, rescue and rehoming, programmes in the community and guidance and support to improve the lives of dogs and cats in need. We operate, in the main, from our historic building in north west London but also have operations in Georgia and Afghanistan.

Job purpose/summary

We are launching a Community Animal Support Team to provide support to pet owners in the community across our 5 boroughs in London: Hammersmith & Fulham, Brent, Ealing, Kensington & Chelsea and Westminster.

We are recruiting a Community Animal Support Manager (CASM) who will share our compassion and commitment for animal welfare to lead and develop our community-focused services in London. The post holder will be integral to our ambition to rise to meet urgent and soaring demand for our support, including in the context of cost-of-living pressures for pet owners.

Mayhew is focused almost entirely on preventative veterinary and animal welfare services. The Community Animal Support Team will play a key role in both outreach and support in our London communities. We will broaden our reach and deepen our impact through this team by:

- Regularly providing outreach services to pet owners in certain sites and communities where we know they may be struggling or where animals may be living in low welfare conditions
- Providing community animal support to pet owners on a 1:1 basis, signposting and cross-referring them to our range of preventative services which are free of charge, especially neutering, microchipping, parasite control and information and advice
- Proactively partnering with foodbanks, homeless shelters and hostels and providing regular outreach services to pet owners there
- Promoting our services through housing associations, councils, job centres, local private vet clinics and others
- Providing pet owners struggling in our community with Individual Care Packages for their pets – these may include dog or cat food, leads, collars, litter, bedding, toys and other essentials for those who are struggling to afford the basics for their pet
- Supporting in-take of dogs and cats signed over from pet owners who can no longer cope with caring for their pet
- Hosting regular, weekly, drop-in surgeries at Mayhew for pet owners needing support and providing Individual Care Packages and information and advice according to the individual needs of dogs, cats and pet owners who come through our doors.

This is a highly visible and hugely important role for Mayhew, both internally and externally. There are four key aspects to the role – collaboratively working with our Kennels, Cattery and Clinic teams to provide support to pet owners in the community, proactively building and growing our reach to those in need of our support by building relationships and partnerships across the 5 boroughs in London where we operate, as a manager developing and supporting a team of Community Animal Support Officers, and carrying out administrative and reporting tasks to enable impact measurement so we continue to take an evidence-based approach and prioritise the needs and preferences of pet owners and our community.

We work in a contemporary and flexible way, dynamically and informally, always supporting one another to take opportunities and to manage competing and changeable priorities so we can achieve our shared and individual objectives. We are looking for someone who is as committed to dogs and cats in need as we are, and who thrives in this working style.

Our Community Animal Support Manager must be an experienced manager and effective communicator who can win and maintain trust, loyalty, and enthusiasm in their team, across the organisation and with our service users. The ideal candidate will be someone who thrives when interacting with people and pets and is keen to make a lasting difference for dogs and cats, pet owners and communities in London.

Ideally, our Community Animal Support Manager will work a shift pattern of Sunday – Thursday, 8am – 4pm.

Key relationships

- Head of Operations & Acting Head of Clinic
- Community Animal Support Officer
- Head of Kennels
- Head of Cattery
- Head RVN
- Vet surgeons
- Other staff and volunteers

Main areas of responsibility

Leading our Community Animal Support Team and working collaboratively across teams to get dogs, cats and pet owners the support they need

- Lead our community-focused services in London, being the main point of contact for partners, providers, pet owners, staff and volunteers
- Win and maintain trust in the community with a view to promoting good animal welfare practices
- Oversee, develop and coordinate outreach services to pet owners in the community
- Oversee the provision of community animal support to pet owners on a 1:1 basis by the Community Animal Support Officer
- Working collaboratively with Fundraising, Kennels and Cattery, coordinate the provision and fulfilment of Individual Care Packages, including sourcing the contents
- Working collaboratively with the Head of Kennels and Head of Cattery who are responsible for capacity on their sections, support in-take of dogs and cats to be signed over from pet owners who can no longer cope with caring for their pet

Proactively building and growing our reach in the community

- Promote responsible pet ownership and good animal welfare practices
- Proactively cultivate relationships and seek to partner with foodbanks, homeless shelters, hostels, housing associations, councils, job centres, local private vet clinics, other charities and others to promote our Community Animal Support services
- Develop materials, leaflets and information publications to support signposting and cross-referral to our range of preventative veterinary and animal welfare services
- Develop and deliver engaging presentations to prospective partners, venues, staff, volunteers, media and others in the Mayhew community to promote our community-focused services in London and cultivate a shared understanding of its impact
- Keep abreast of developments in community-focused animal welfare interventions, ensuring our approach entails good practice and takes account of new evidence, trends and approaches where appropriate

Leading the team and line management

- Lead and manage the team, ensuring colleagues have clear objectives, are empowered and equipped to deliver against them
- Celebrate the successes of your team and provide effective performance management and development opportunities for direct report(s)

Reach and impact measurement and reporting, other administrative tasks

- Collect and report on output and outcomes data for the team monthly, demonstrating the reach and impact of our community-focused services
- Support periodic reporting to funders and others about progress

General

In addition to the specific duties and responsibilities outlined in this job description, all Mayhew employees should be aware of their specific responsibilities towards the following:

- Mayhew is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Mayhew policies and procedures at all times

- Actively promote and support the safeguarding of dogs and cats in need, observing and adhering to values and policies on animal welfare
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

PERSON SPECIFICATION – Community Animal Support Manager

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> • Level 2 NVQ in Animal Care or equivalent GCSEs • Working understanding of animal welfare, dog and cat behaviour 	<ul style="list-style-type: none"> • Knowledge of good practice volunteer management
Experience	<ul style="list-style-type: none"> • Delivering a high standard of customer care to meet the needs of internal and external stakeholders • Forming partnerships, cultivating relationships and engaging a range of both internal and external stakeholders • Working collaboratively across teams, taking a friendly, inclusive and cooperative approach to achieve shared goals • Assessing and managing varied risks, ensuring wellbeing and safety of animals, staff and volunteers • Dog and cat handling • Line management • Providing training, coaching and mentoring to others • Managing distressing situations 	<ul style="list-style-type: none"> • Working in a council or charity to provide services to the community • Working in an animal welfare organisation or shelter environment
Skills / Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Showing empathy, demonstrating resilience under pressure, and communicating effectively with dogs, cats and people who may be distressed • Project management and time management skills, effectively managing a high workload and multiple issues and tasks • Professional, calm, approachable manner • Pragmatic, collegiate and co-operative approach, supporting colleagues as needed • Conscientious and diligent, proactively identifying and acting on opportunities to improve • Able to work confidently and happily alone, with minimal supervision • Flexibility to meet changing needs as they arise • Able to work well in a sometimes pressured and emotive environment • Good skills in all MS Office packages (especially Outlook, Word, Excel, PowerPoint) • Clean driving license and willingness to drive one of our animal ambulances from time to time 	

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities