

## JOB DESCRIPTION

Job title:	Head of Cattery (maternity cover)
Accountable to:	Head of Operations
Department:	Operations
Location:	London

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### 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 London but also have operations in Georgia and Afghanistan. Our Animal Carers are an integral part of our work to ensure dogs and cats in need receive the care, support and love they deserve.

### Job purpose/summary

At our North West London Home, we are recruiting an Interim Head of Cattery who will share our compassion and commitment for animal welfare to provide front line leadership to our team of Cattery and Animal Care staff and volunteers. We care for up to eighty cats and kittens on site, in addition to cats placed into foster homes. Our Head of Cattery is responsible for managing the day-to-day smooth running of our Cattery and maintaining the wellbeing of all cats in our care, so that their individual physical and psychological needs are catered for adequately, and in line with our standards and ethics.

This is a high profile and hugely important role for Mayhew as our Head of Cattery oversees each cat's journey through Mayhew from in-take to assessment and then to rehoming. Working with staff and volunteers across the Home, foster carers, adopters, other charities and rescues and members of the public, our Head of Cattery is instrumental in ensuring that our cats have all they need - from feeding, cleaning, enrichment and socialising to finding their perfect forever home. This role can be physically and emotionally demanding but is also hugely rewarding; you can view some of our amazing rescue stories [here](#).

Leading a small team, our Head of Cattery is responsible for managing all aspects of our cat in-takes, adoptions and fostering programme. managing our capacity to ensure we help as many cats as we can and ensuring our cats are rehomed to a home suited to their individual needs as soon as possible.

### Key relationships

- Head of Operations
- Head of Kennels
- Community Animal Support Manager
- Pet Refuge & TheraPaws Manger
- Head RVN
- Clinical Animal Behaviourist
- Cat Adoption Officer
- Cattery Carer and Fostering coordinator
- Cattery Carers
- Animal Carers
- Volunteer and Foster Caring Manager
- Cattery volunteers
- Digital Content & Communications Officer

## **Main areas of responsibility**

### ***Cattery Management***

- Lead and manage a team of cattery, animal care staff and volunteers. Responsible for recruitment, development, engagement, and performance management of all direct reports, and ensuring that they have sufficient training, support and resource to carry out their roles effectively
- Ensure that exceptional standards in animal welfare, husbandry and hygiene are met and maintained within the assigned Cattery cabins and animal areas, in accordance with relevant legislation and Mayhew guidelines, delivering a safe, healthy, and low-stress environment for the cats, staff and volunteers
- Undertake day-to-day operational duties – this includes holding regular team meetings and ensuring effective communication, organising rotas and staff cover, ordering equipment and consumables in line with Mayhew's procurement policy and completing incident reports where applicable
- Work proactively to develop and implement improvements to service delivery and operational procedures, in line with best practice
- Maintain an 'on the floor' presence, and a working knowledge of customer facing processes and journeys throughout the Home

### ***Adoptions, Intakes and Fostering***

- Promote responsible cat ownership in the wider community through the implementation of Mayhew policies
- Manage the cat intake and adoption process and ensure first class service delivery to customers, dealing with any issues as they arise. This includes maintaining a good knowledge of the current and expected representation of cats and their profiles, organising the promotion of harder to rehome cats and ensuring adopted cats are ready to go home in accordance with Mayhew protocol
- Responsible for cat intakes, overseeing the admission of stray and sign-over cat help requests. ensuring correct input of information on the shelter databases.
- Overseeing the behavioural assessments to determine suitability for rehoming and rehoming criteria. Ensuring all cats are ready to go home in a timely manner and in accordance with Mayhew protocols.
- Liaising with the Clinical Animal Behaviourist in cases where we have cats in our care which need extra behavioural support and/or assessments.
- Assist the Foster Caring Manager and the Foster Carer Coordinator to develop & maintain our cat fostering network, including support of foster carers
- Ensure all cats are assessed in a timely manner and placed up for adoption as soon as possible.

### ***Communications***

- Provide regular monthly reports and statistics as required and ad hoc presentations for staff, students, visitors when necessary
- Keep abreast of developments in cat welfare and around topics such as cat behaviour, neutering etc. and be able to communicate The Mayhew's position on these issues both internally and to outside groups
- Liaise with the Engagement team to ensure that animal profiles and publicity are communicated effectively
- Be involved in media stories about animals, this involves speaking on film and commenting in articles etc

## **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 – Head of Cattery

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> <li>Animal Care/welfare qualification, NVQ level 3 Animal Care Management or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Veterinary nursing or animal behaviour qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience working with cats</li> <li>Knowledge and understanding of cat behaviour and welfare</li> <li>Experience of successfully motivating, managing, and developing a high performing team, including setting clearly defined objectives and managing performance</li> <li>Experience of being accountable for and communicating difficult decisions, using sound judgment and a diplomatic approach</li> <li>Experience of managing competing and changeable priorities</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a management role within the animal sector</li> <li>Experience working with cats in an animal welfare charity/shelter environment</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>Able and willing to work co-operatively in a team</li> <li>Able to work alone with minimal supervision</li> <li>Good verbal and written communication skills</li> <li>Good time management and ability to juggle multiple tasks or priorities</li> <li>Able to work well in a sometime pressured and emotive environment</li> <li>Polite, calm and caring manner</li> <li>Flexibility to meet changing needs as they arise</li> <li>Basic skills in all MS Office packages (especially Outlook, Word, Excel, PowerPoint)</li> <li>Willingness to learn</li> </ul>	<ul style="list-style-type: none"> <li>Clean driving license</li> </ul>

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