

JOB DESCRIPTION

Job title:	Head of Kennels
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 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 a Head of Kennels who will share our compassion and commitment for animal welfare to provide front line leadership to our team of Kennel and Animal Care staff and volunteers. We care for up to fifteen dogs on site, in addition to dogs placed into foster homes. Our Head of Kennels is responsible for managing the day-to-day smooth running of our kennels and maintaining the wellbeing of all dogs 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 Kennels oversees each dog'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 Kennels is instrumental in ensuring that our dogs have all they need - from feeding, exercising, cleaning, 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 Kennels is responsible for managing all aspects of our dog in-takes, adoptions, fostering and Pet Refuge ([read more here](#)), managing our capacity to ensure we help as many dogs as we can and ensuring our dogs are rehomed to a home suited to their individual needs as soon as possible.

Key relationships

- Head of Operations
- Head of Cattery
- Community Animal Support Manager
- Head RVN
- Kennel Carers
- Animal Carers
- Behaviourist
- Kennel volunteers
- Digital Content & Communications Officer

Main areas of responsibility

Kennel Management

- Lead and manage a team of kennel, 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 kennels and kennel areas, in accordance with relevant legislation and Mayhew guidelines, delivering a safe, healthy, and low-stress environment for the dogs, staff and volunteers
- Manage the dog rehoming process and maintain first class service delivery to customers. This includes maintaining a good knowledge of the current and expected representation of dogs and their profiles, and organising the promotion of harder to rehome dogs
- 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, Fostering and Pet Refuge

- Promote responsible dog ownership in the wider community through the implementation of Mayhew policies
- Manage the dog adoption process, assisting the Animal Carer Rehoming Assistant to making life-long matches with adopters who will ensure the highest standards of care, including carrying out interviews, making decisions on their suitability in accordance with Mayhew policies, and deal with adoption enquiries, issues and problem
- Ensure adopted animals are ready to go home in accordance with Mayhew protocols; ensure all associated paperwork is managed and stored properly
- Responsible for stray dog intakes and the unwanted dog help requests. Overseeing and carrying out dog admissions, ensuring correct input of information on the shelter databases
- Carry out and assist the behaviourist with dog assessments, liaising with the Behaviourist to determine suitability for rehoming and rehoming criteria. Ensuring all dogs are ready to go home in accordance with Mayhew protocols
- Manage the dog fostering programme, assisting the foster carer coordinator to develop & maintain a wider dog fostering network, including recruitment and support of foster carers
- Ensure photos are taken on admittance to the Home for all dogs and put onto Mayhew website before 7 days (strays after 7 days). Ensure dog information on website is up-to-date and presented well and in accordance with Mayhew branding formats
- Manage the Pet Refuge Programme (which supports dog owners in crisis), liaising with pet owners or care workers, and dealing with all associated paperwork

Communications

- Provide regular monthly reports and statistics as required and ad hoc presentations for staff, students, visitors when necessary
- Keep abreast of developments in dog welfare and around topics such as dog behaviour, neutering etc. and be able to communicate The Mayhew's position on these issues both internally and to outside groups
- Liaise with the Marcomms 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 Kennels

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

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