



Operations – Rehoming

Job Title:	Dog Welfare Supervisor
Reporting to:	Operations Manager
Supervision of:	Day-to-day supervision of Dog Welfare Assistants as necessary (usually between 5 to 8, depending on the centre)
Dogs Trust Grade:	E
Location:	Rehoming centre

Job Purpose

Co-ordinate the day-to-day running of the kennel block(s), including supervision of, and allocation of workload to the Dog Welfare team on site (staff and volunteers), ensuring all dogs receive the highest levels of care and welfare management. Ensure all interactions with dogs are progressing them towards their forever home and are conducted within Dogs Trust's Standard Operating Procedures (SOPs) and health and safety procedures. With the wider team deliver excellent customer service and encourage colleagues to interact with visitors to the centre to share information about the dogs in our care and to ensure forever homes are found as quickly as possible.

Overview of the Department/Team

The Rehoming department is responsible for helping as many dogs as possible find their forever homes, whether they are cared for in our network of Rehoming Centres, in a foster home or by their current owner using the Homestay scheme. We strive to achieve excellence in our rehoming processes and to ensure the highest standards of veterinary and behaviour care through our highly skilled teams.

Key areas of accountability

Lead and motivate the team of Dog Welfare Assistants and volunteers on a day-to-day basis to deliver the best welfare for the dogs and to maintain good standards of performance and attendance. This will include, but is not limited to:

- Coordinating the kennel block by creating the plan for the day, allocating duties and required activities, and tasks for volunteers,
- Holding regular briefings with the Operations Manager and the block team to communicate any concerns and to disseminate information including welfare concerns identified by Dog Welfare Assistants,
- Providing feedback on the Dog Welfare team to the Operations Manager to aid training, performance management and appraisal reviews,
- Assisting with the induction and training of new Dog Welfare Assistants and volunteers and providing ongoing guidance and support to team members,
- Carrying out monthly supervisions (1-2-1) with a team of Dog Welfare Assistants, providing feedback and support, flagging potential issues or training needs to the Operations Manager,
- Being the point of contact for queries within the kennel block and ensuring that housekeeping duties are undertaken to a high standard and in line with SOPs,
- Driving a 'one team' culture with volunteers on kennel blocks, providing guidance, support and first-line feedback/instruction to them. Feedback ongoing issues, training and

upskilling needs as required to the Volunteer Coordinator to maximise the impact of the Volunteer team.
Support the Operations Manager and the Centre Management team by: • Reporting any defects or maintenance requirements in the kennel areas, • Ensuring records are updated appropriately by the team, • Ensuring behaviour management programmes and kennel management programmes set by the Welfare team are being implemented and progress is recorded as appropriate, and where progress is not being made, that this is raised to the relevant person, • Overseeing the process for dogs receiving dispensed medications on block, • Ensuring any concerns for dogs' health or behaviour are escalated to the Welfare team.
Be the site supervisor as required on a rota basis. Responsibilities will include: • Being a First Aider (training will be given if not already appropriately qualified) and dealing with incidents as necessary, ensuring any reports are made, • First responder on site for any other issues, • Checking someone has locked/unlocked and alarmed/unalarmed the site (not necessarily doing it), • Morning brief/coordinating staff on site (advising where to go and if someone has called in sick to reallocate staff pending arrival of manager), • Being first port of call for any concerns/questions, • Stray dogs/emergency intakes, • Being a fire warden (training will be given) and responding to intruder/fire alarm, • Creating handover notes as necessary and signing team off at the end of the day/check lone workers are back.
With the support of the Behaviour team, carry out intake and rehoming assessments for dogs, both prior to coming into our care and whilst preparing the dog to be ready for rehoming.
Proactively engage with members of the public, always acknowledging customer presence in the rehoming centre and treating every customer as a potential adopter. Work as part of a team delivering the highest level of customer service, discussing adoption applications, answering queries, and matching and rehoming dogs effectively. Help customers understand dogs' character assessments in a straightforward manner and introduce dogs to potential adopters confidently and safely. Promote Post Adoption Support to customers.
Undertake Dog Welfare Assistant activities and work as part of the kennel block team as necessary, to provide the utmost care and welfare standards to the dogs through undertaking key activities. These will include but are not exclusive to: • Following SOPs and health and safety guidelines to maintain the cleanliness of kennels to the highest standards including cleaning, disinfecting animal accommodation, drains exercise areas, food preparation areas and outside areas, • Ensuring positive welfare for each dog through play, enrichment, exercise, socialisation and training, • Preparing and providing food and water for each dog in your care, • Keeping and updating thorough computerised, and other, records of each animal in accordance with procedures and data protection legislation, • Carrying out daily health checks and reporting any physical changes to the centre's welfare team, • Carrying out assessments of the dogs in your care, highlighting any behaviour or welfare concerns to centre behaviour/management teams. Under supervision of the welfare team, implement and assist with training and rehabilitation work, integrating this into daily care and exercise routines. Work closely to progress project dogs towards rehoming under the guidance of the behaviour/management team. • Ensuring every interaction with a dog is consistent and an integral part of their rehabilitation, training, and progress towards rehoming. • Administering medication under the instruction of the Veterinary team, assisting the Vet/Veterinary Nurse in veterinary consultations, preparing, bathing and transporting dogs for neutering and any other operations. Adhering to barrier nursing protocols determined by the veterinary/management team when dealing with infectious dogs and transfer arrivals.
Any other reasonable duties.

Person Specification

Essential skills, qualifications, experience, and attributes for Shortlisting purposes

Supervisory experience and skills to support, motivate, empower and develop a diverse team of colleagues and volunteers in kennels to perform to appropriate standards, targets and Key Performance Indicators (KPIs) in a caring environment.
Excellent knowledge of dog welfare needs.
Competence in animal training and behaviour at least at ATBC Animal Trainer level.
Experience in identifying deteriorating or poor welfare of dogs in the centre and find ways to rectify the concern, if possible.
Willingness to work with members of the public, staff and volunteers.
Evidence of working well in a team.
Excellent communication and interpersonal skills (verbal and written).
Good organisational and time management skills.
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate.
Good understanding of the importance of great customer service, ideally with experience of providing excellent customer care.
Administrative experience, including use of MS Office and computerised database systems.
Demonstrate flexibility and empathy required when working with people and animals.
Full UK driving licence and confidence driving a variety of vehicles.
<i>Desirable skills, qualifications, experience, and attributes</i>
Experience caring for animals in a rehoming/shelter environment, including of handling dogs of all sizes and temperaments.
Desire to build competences within the Behaviour Technician standard. (Formal Accreditation may be required in the future.)
Commitment to the aims and objectives of Dogs Trust.

Our values and behaviours
The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do. <u>We dream big</u> Thinking boldly – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working. Embracing change – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality. <u>We're on the ball</u> Staying curious – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives. Focusing on impact – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do. <u>We make things happen</u> Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities. Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information
Rehoming Centres are operational between 8am to 7pm every day of the year. Colleagues will be required to work early and late shifts on a rota basis. Colleagues are expected to work one weekend in two and on bank/public holidays on a rota basis.
All Rehoming Centre staff are provided with a uniform and are expected to maintain this to a high standard of presentation.
Reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role.
This role presents potential emotional demands, which may require a level of resilience.

This role may involve travel, including staying away from home on occasion, for training, meetings, and conferences.

Last revised: August 2026

