



## Operations - Rehoming

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Reporting to:</b>	<b>Centre Manager</b>
<b>Responsible for:</b>	<b>Dog Welfare Supervisors, Dog Welfare Assistants</b>
<b>Dogs Trust Grade:</b>	<b>D</b>
<b>Location:</b>	<b>Rehoming centre</b>

### Job Purpose

Responsible for management of the kennel operations, on site kennel occupancy, the welfare of dogs on site and for ensuring that all interactions with the dogs in our care contribute to their development and progress towards their forever home.

To lead, guide and develop a large team of Dog Welfare Supervisors and Dog Welfare Assistant, supporting them from recruitment through the career development levels of the role. To ensure that any welfare issues or concerns are flagged to the welfare team and that all performance standards are met and targets delivered.

As part of the centre management team, the Operations Manager will contribute to the overall management of the centre, including duty management in the absence of the Centre Manager and covering for management colleagues in their absence.

### 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, develop, coach and manage a team of colleagues to create a high performing team that effectively delivers objectives and other targets, working within a variety of Standard Operating Procedures, health and safety and legal requirements. Coach and guide the Dog Welfare Supervisors who provide the day-to-day supervision of colleagues across the kennels.

Optimise kennel occupancy in the centre through the support of an effective intake process with the Rehoming Manager. Work with the Welfare Manager to ensure the rapid assessment and triage of dogs at intake and ensure dogs are transferred to foster care where possible. Proactively seek out opportunities to collaborate with other centres in the network to enable dogs to move between centres where this would improve welfare or rehoming opportunity.

Ensure all procedures are followed by the team including checking for microchips and any documentation or other paperwork is recorded accurately.

Responsible for all day-to-day operations in kennels, enabling dogs in our care to progress as quickly as possible to a rehoming outcome. Maintain effective contact time between colleagues dogs, driving a focus on embedding rehabilitation into everyday interactions

to minimise the time before dogs are ready for a forever home. This will include but not be limited to:

- Ensuring rotas provide sufficient colleagues and volunteers for each shift and that, with the support of the Dog Welfare Supervisors, that activities are carried out to a high standard and in line with SOPs and other standards such as health and safety. This includes a physical presence in operating areas at key times throughout the working day, leading and directing/supervising the team as required,
- Ensuring the centrally set standards of dog welfare and interaction are applied throughout the operational environment,
- Maintaining knowledge about dogs in the centre, supporting intake decisions and focusing on the timely progression of dogs from intake to the point of rehoming,
- Without exception, ensuring any behaviour or veterinary concerns are flagged immediately to the Welfare Team,
- Supporting the development of Dog Welfare Assistants through their development pathway, striving to create a team of highly skilled and motivated individuals,
- Ensuring that all health and safety procedures, as deemed necessary after assessment of risk, are implemented, and followed,
- Ensuring there is ongoing supervision, guidance and development of volunteers across each shift from the Dog Welfare Supervisors and other colleagues, flagging any serious or ongoing concerns to the Volunteer Coordinator,
- Ensuring all dogs are medically prepared for rehoming, including neutering, vaccinations and other veterinary checks in conjunction with the welfare team.

Ensure that other general behaviour/obedience training is carried out alongside the specific training programmes and that colleagues receive appropriate training and guidance from the Welfare team. Where possible, ensure the team maximise opportunities to use interactions to progress a dog toward rehoming.

Ensure that all behaviour programmes, rehabilitation work, mixing and enrichment that the team can deliver are done to the right standard and in the appropriate timeframe. Encourage and ensure that good records are kept on the system so that progress can be monitored by others in the centre. Ensure that all dogs are proactively highlighted to the Rehoming team in the appropriate timeframe.

Ensure that volunteers are welcomed into the wider centre team, given appropriate direction and training to support with dog care, have an overall positive experience of working with centre staff and are well integrated into the centre activities. Work with the Rehoming Manager to ensure volunteers are given suitable activities for their level of experience and training.

All members of the Centre Management Team are expected to be Duty Manager and/or Duty Supervisor on a regular basis throughout the working week. This will enable the Centre Manager to have hands on experience of work across all aspects of the centre and maintain knowledge and experience of other roles in the centre. Specifically as Duty Manager the requirements are to:

- Be part of the 'on-call' rota that can respond to queries and issues at the centre out of hours,
- Assess of staffing levels on the day in case of unexpected staff absence to ensure effective operations and there is no compromise in the welfare of dogs,
- Cash up and processing donations,
- Ensure excellent customer service including that visitors or callers are dealt with professionally,
- Undertake general kennel work (cleaning, feeding, medicine and exercise) as necessary,
- Oversee maintenance work and sign off as necessary,
- First Aider for the site (training will be given) .

In the absence of other colleagues, be the first point of calls for visitors and appointments at the centre and ensure the highest level of customer service is provided.

Any other reasonable duties.

## Person Specification

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

Experience of leading and managing and developing an operational team, who have regular activities to perform, often within strict timeframes.

Experience of successfully dealing with staffing issues within the team with guidance from more senior managers and HR colleagues.

Experience of leading a team where strict targets, outputs and regulations must be met.

Experience of working in both a closed and public focussed environment.

Experience of and comfortable with, safely handling dogs of a range of different breeds and behavioural characteristics, including those who maybe fearful or aggressive.

Experience of supporting teams through change and delivering continuous improvement.

Experienced and comfortable with collaborative working.

Evidence of working well in a team.

Excellent communication and interpersonal skills (verbal and written).

Good organisational and time management skills.

An advanced knowledge of dogs and their welfare requirements, with the ability to identify deteriorating or poor welfare and implement solutions to improve welfare.

Customer care skills with the ability to handle difficult and sensitive situations, looking to work in the best interests of both the customer and the organisation.

Administrative skills, including use of MS Office and computerised systems.

Commitment to the aims and objectives of Dogs Trust.

### *Desirable skills, qualifications, experience, and attributes*

Experience building and maintain high performing teams.

Experience of leading through a network of supervisors.

Experience integrating volunteers into a team of employees.

Understanding of the skills required in delivering behaviour modification programmes.

Experience of working in a kennel environment.

Accredited at Animal Trainer level and an ability to work towards ABTC level Animal Behaviour Technician accreditation if required.

### **Our values and behaviours**

The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.

#### **We dream big**

**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.

#### **We're on the ball**

**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.

#### **We make things happen**

**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. Rehoming centre management colleagues are expected to work either one weekend every three or four weeks (depending on the requirements of the centre). However, during periods of manager sickness/vacancies this

could temporarily increase to every other weekend. Colleagues are also required to work on bank/public holidays on a rota basis.
During out of hours (7pm to 8am), a member of centre management must be on-call. This responsibility will be shared between the management team, and will be arranged on a locally managed fixed rota. When on call, the postholder is required to be within easy reach of the centre (45 mins or less in off-peak). Staff accommodation will not be provided when on call.
All members of centre management are expected to be trained First Aiders and must maintain this accreditation.
All Rehoming Centre staff are provided with a uniform and are expected to maintain this to a high standard of presentation.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role, which may include cleaning kennels as well as handling dogs.
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.
<b>Last revised: February 2026</b>

Please see the organisational chart provided separately to see how this role fits in with the rehoming centre structure.

