



Operations – Rehoming

Job Title:	Rehoming Manager
Reporting to:	Centre Manager
Responsible for:	Rehoming Supervisor, Rehoming Coordinators, Volunteer Coordinator, Foster Coordinators, Media Coordinator, Cleaner
Dogs Trust Grade:	D
Location:	Rehoming centre

Job Purpose

Inspire the team and the wider centre toward a culture of rehoming, so that all activities with dogs are focussed on getting them into a new home as quickly as possible. Maximise the opportunities for rehoming for all dogs connected to the centre. This role is responsible for all activities that promote and deliver the most effective and efficient rehoming of dogs in our care, whether in centre, or in a home environment.

Lead and manage a team who will support you in the day-to-day coordination of the rehoming process, ensuring all development needs are met and instilling a culture of high performance which is target driven and take a data driven approach to performance management and improvement. Provide guidance to the Rehoming Supervisor who will support you in the day-to-day coordination and supervision of the rehoming process. Ensure the recruitment, day-to-day management and development of volunteers across the site is effective and aligns to the rehoming centre volunteering strategy. Ensure colleagues are well equipped to provide supervision of volunteers when they are on-site.

As part of the centre management team, the Rehoming Manager will contribute to the overall management of the centre as Duty 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

Promote the culture of rehoming across the whole centre team, maximising the effectiveness of interactions and their conversion to adoptions, that will support rehoming outcomes. Proactively seek out opportunities to collaborate with other centres in the network, facilitating rehomes or transfers to maximise impacts for dogs.

Lead manage and develop a team with direct or related responsibility for the effective and successful rehoming of the maximum number of dogs in our care. Instil a performance-based approach, focussed on meeting both objective based and customer service targets. Use policies and procedures to manage any issues that arise with the guidance and support of the HR Business Partner and the Centre Manager.

Take the lead in managing the intake of dogs into the centre, working closely with the Operations Manager to optimise kennel occupation, and with the Welfare Manager to ensure appropriate assessment and triage of dogs, such that dogs are placed in foster care wherever possible.

Manage all customer-facing activities within the centre that focus on the rehoming process, through the promotion of dogs in foster care by the Foster Coordinator(s) and those in Homestay (rehomed directly from current owners). Ensure that every customer interaction gives a positive impression of Dogs Trust, and maximise the effectiveness of all in-person and virtual interactions with adopters and other visitors to the centre. Ensure all relevant administration relating to adoption and other processes are completed efficiently and effectively.
Ensure that the reception area is always welcoming, and that all visitors to the centre are greeted and made to feel welcome. Ensure all introductions or appointments are appropriately staffed and that any retail offering is well stocked and easily sold to visitors/adopters.
Ensure a non-judgemental and empathetic approach to owners looking to give up their dog, regardless of whether the dog is ultimately relinquished to the centre.
Work with colleagues in the centre and across the network to provide feedback on the adoption and relinquishment processes and associated customer journeys. Contribute to working groups, on-line discussions, piloting of new innovations, or monitoring of processes to enable continuous improvement of processes and customer journeys, as well as the ultimate welfare of dogs moving to their new homes.
Ensure the profiles of dogs are shared on Dogs Trust website and promoted through local social media and networks to maximise their chance of rehoming. Provide guidance and advice to the Media Coordinator to ensure the most accurate profiles of the dogs in our care are shared to maximise their chances for adoption.
Support the Media Coordinator in identifying and developing stories of dogs, colleagues, volunteers, supporters, stakeholders or adopters in the centre or locality which may be suitable for local or national press coverage, or as case studies for the income generation team. Develop strong working relationships with the marketing, comms, digital and income generation teams to ensure there is a consistent and coherent approach to case study and local story development and amplification.
Work closely with the local and national PR, digital and marketing teams to ensure that national press campaigns are amplified through local rehoming networks.
Owens the delivery of the rehoming centre volunteering plans. Monitor the centre's need for volunteers and foster carers, and ensure the Volunteer Coordinator and Foster Coordinator(s) have sufficient resources to be able to recruit, induct and support colleagues. Develop and maintain the relationships with volunteers and maximise their benefit to the centre and in the local community. Work with the Operations Manager to ensure volunteers are given suitable activities for their level of experience and training. Work closely with the central Volunteering team to ensure a joined-up approach to volunteer recruitment, onboarding and training. Provide feedback, join working groups or other forums to ensure continuous improvement of volunteering experience and value.
Be responsible for self-development and keep up to date with the latest thinking on matching dogs with adopters, volunteer management and customer experience. Work with the research team to identify knowledge gaps relevant for the rehoming of dogs in rehoming centres.
Promote the work of Dogs Trust as required through the media, the public, local vets etc, in support of our key messages, brand and positive public image.
Be thoroughly familiar with Standard Operational Procedures (SOPs) and the policies of Dogs Trust and adhere to them.
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 Rehoming 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: • Take part in the out of hours rota and be on call on a regular basis to be able to respond to emergencies in centre as necessary, • Take responsibility for the site and any issues that may arise, • Assessment 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, • Cashing 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 • Maintenance work oversight and sign off as necessary, • Trained first aider (training will be provided), • Undertake any general administrative duties required by the Centre Manager if in rehoming centres without kennels.

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 a small, diverse team in operational management, with a focus on target driven activities and coaching them to increased levels of performance and success and to maintain a customer-centric focus in day-to-day activities.

Demonstrate a positive and proactive approach to driving culture and ways of working.

Experience of working with volunteers and able to develop and maintain a consistently positive experience for volunteers regardless of external pressures or circumstances.

Excellent communication skills, able to build relationships with a variety of stakeholders and be able to manage the needs of both the organisation and the customer.

Evidence of working well in a team.

Excellent communication and interpersonal skills (verbal and written).

Good organisational skills and experience of maximising opportunities through the effective management of activities.

Demonstrable experience of managing change and driving new approaches to service delivery, processes or systems across the centre, particularly in a customer service environment.

Has good understanding and experience of identifying and developing effective case study materials for press, social media or income generation purposes.

Proactive at developing relationships with local stakeholders and communities to optimise rehoming through local networks or contacts.

Computer literate with knowledge of Microsoft Suite, familiar with CRM and other database products.

Ensure data gathering is undertaken accurately and in a timely way.

Well organised and systematic in reviewing and developing systems and process. Able to work collaboratively with colleagues from across the organisation to identify problems and collaboratively develop solutions.

Full, clean manual UK driving licence and confident driving a variety of vehicles.

Desirable skills, qualifications, experience, and attributes

Experience of safely handling dogs of a range of different breeds and behavioural characteristics.

Experience of working in a kennel environment, with a focus on rehoming.

Able to support with written reports or professional documents and materials.

Dog Behaviour knowledge to the level of ABTC/ABT standard.

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.

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.

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

