

RECRUITMENT PACK

SERVICE IMPROVEMENT MANAGER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Service Improvement Manager
(BDCH6398)



Department/Team

Operations / London Cattery



Location

Battersea London



Salary & Grade

£58,000 per annum



Hours

40 hours per week
Including some weekends as Duty
Manager



Duration

Fixed-Term
(12 Months)

ABOUT THE ROLE

Battersea is seeking a Service Improvement Manager for one year dedicated to leading on service improvement in our London cattery.

The London cattery cares for over 130 cats each day and has a team of over 45 people working seven days a week covering intake, welfare, and rehoming. The team works closely with the behaviour, clinical and foster teams and together rehomes at least 1,000 cats a year.

The operations of the team need reviewing to reduce workload, reduce duplication and improve the flow and efficiency of the cat operations to help more cats and support staff to have a better experience.

The postholder will be responsible for leading a programme to review how the operations of the team work and identify and drive improvements to establish more efficient ways of working that ultimately rehomes more cats and improves staff engagement.

The role requires a combination of leadership covering service evaluation and process improvement, people change and hands-on operational management. The role will formally report to the Head of Centre Operations but will work closely with the London Centre Manager, in delivering a plan that fits within the London Centre culture and long-term management structure.

The postholder will be expected to be onsite at least 4 days a week and cover weekend days on a regular basis as part of a management roster.

The role is suited to leaders who enjoy identifying and driving through improvements in a service environment to make a difference. You do not need to have animal welfare experience. Success will depend on leadership skills, driving effective change and experience in comparable settings (e.g health/social care, retail, customer services).

RESPONSIBILITIES

	Estimated % time
Operational Leadership	40%
<ul style="list-style-type: none">• Provide overall leadership for the day to day operation of the cattery, ensuring safe, efficient and compassionate care at all times.• Oversee workforce planning and capacity management in a 7 day operational environment.• Ensure service continuity during periods of pressure, incident or staffing challenge.• With support from others, act as the senior operational decision-maker in the cattery, resolving complex issues in real time.• Direct line management of two Rehoming & Welfare Managers, responsible for the wider cattery management team of five Team Leaders.	
Service improvement	50%
<ul style="list-style-type: none">• Conduct a structured approach to diagnosing the operational performance and cultural issues of the London cattery and improvements needed• Devise and deliver a realistic measurable plan for addressing areas of improvement and performance – including the flow of the cats through the system, and people issues such as capabilities, performance and culture.• Work with key stakeholders in other teams and the London Centre Manager to address any issues or support changes.• Ensure team members are involved and included in identifying and improving the delivery.• Update any SOP's to reflect any process changes.• Ensure any improvements are sustained and embedded and the operations are handed over to the Centre Manager after one year.	
Governance, Risk & Compliance	10%
<ul style="list-style-type: none">• Report on progress against a plan to a small project team comprising senior operational staff• Ensure any changes are compliant with internal policies• Ensure full compliance with animal welfare legislation, quality standards, health & safety, safeguarding and infection control requirements	

- Lead incident reporting, investigations, risk logs, audits and learning reviews

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

PERSON SPECIFICATION

ESSENTIAL

- Proven leadership presence with the ability to engage, challenge and inspire.
- Demonstrable track-record of turning around service improvement in an operational environment.
- Demonstrable experience taking accountability for a complex, multi-disciplinary operational service and raising its performance, creating stability and embedding sustainable change over time.
- Ability to assess services, identify areas for improvement and support delivery of practical solutions
- Experience of managing a day-to-day frontline service environment
- Experience of leading services where processes, standards, and performance needed to be clarified, strengthened or reset rather than maintained.
- Track record of moving teams from reactive, individual-led working to planned, standardised and sustainable operations.
- Experience of working collaboratively with other depts or teams, outside direct control, to embed change.
- Experience supporting teams through change, helping to build trust and clarity in roles.
- Ability to hold steady leadership presence during challenge, resistance or uncertainty and to set clear direction where expectations are ambiguous.
- Experience developing team capability, supporting supervisors and managers in their roles
- Experience working in emotionally demanding environments while maintaining team engagement.
- Experience in environments requiring robust operational governance, including performance oversight, risk management, escalation and assurance.
- Confident establishing clear performance frameworks, KPIs and rhythms where these are under-developed or inconsistently applied.
- Numerically competent and uses data and insight to make decisions and monitor performance
- Able to address performance issues constructively and consistently.

DESIRABLE

- Direct animal welfare experience is desirable but not essential, however the successful candidate will have a strong commitment to animal welfare and the ability to rapidly learn feline welfare.



WORKING WITH OUR ANIMALS

We are here for every dog and cat. Within our animal facing operational roles, this means providing the highest level of care and husbandry to our animals. The scenarios we face can be different every day and will involve working with dogs and cats who have complex behaviour or health conditions. There are elements to the role that can be extremely emotional and can involve difficult conversations surrounding mental health crises and euthanasia decisions. Battersea has created an ethos of open conversations and carefully curated wellbeing initiatives to support our employees in handling these situations, but we would ask all to very carefully consider their application with this in mind.

We have a duty of care for our animals and our employees and need to ensure that both the animals in our care and our employees are safe and cared for. This is a physically demanding role, so if you have any detailed questions or concerns about the day-to-day requirements of this role, a member of our team would be happy to discuss this with you. Please reach out via jobs@battersea.org.uk

YOUR APPLICATION



KEY DATES



Closing Date

18th June 2026

We will shortlist on
Friday 19th June

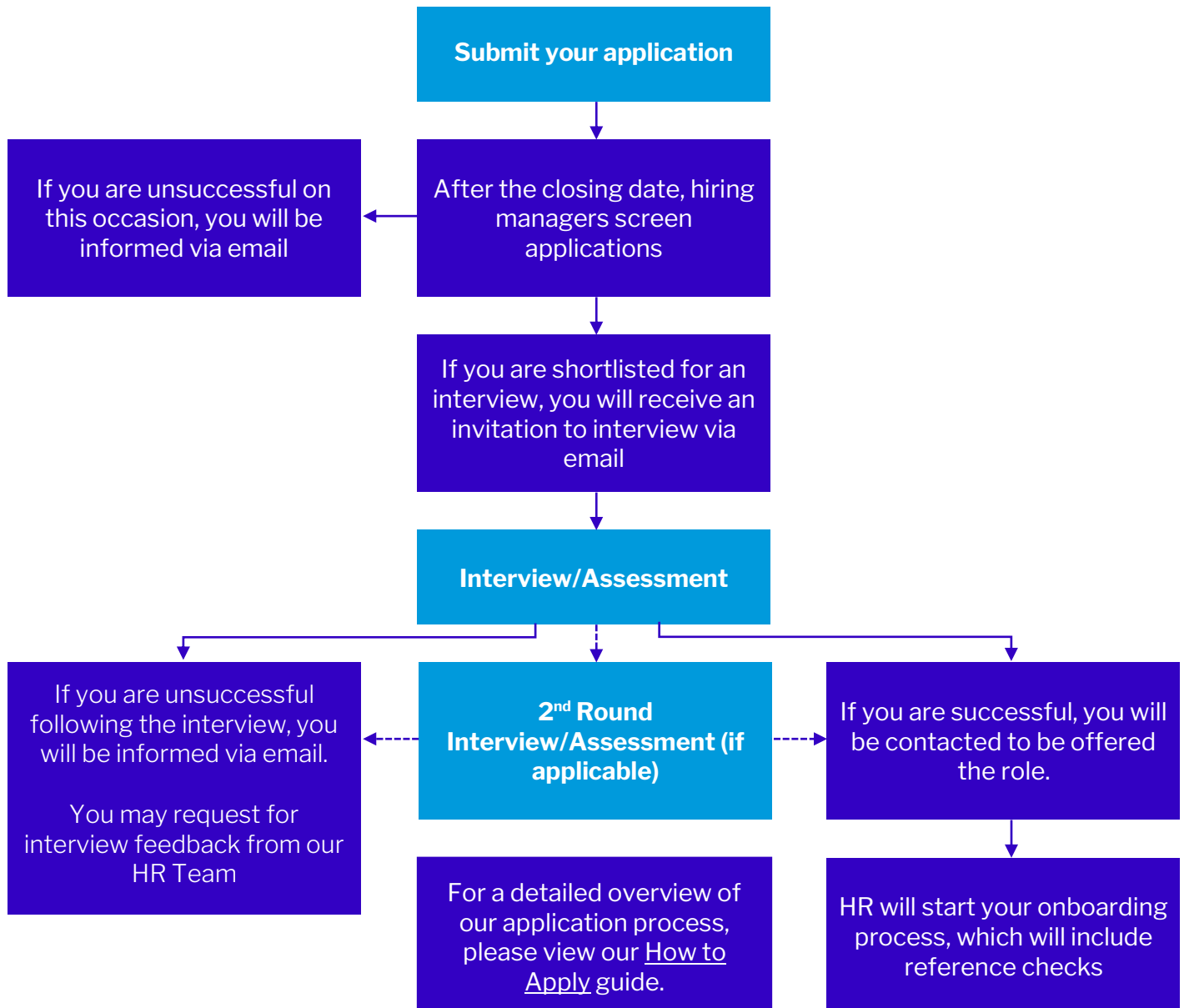


Interview Dates

First Stage Interview: 23rd June
2026 (online)

Second Stage Interview: 30th June
2026 (in-person)

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment.

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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