



Job Description

Addendum to Rehoming Operations Manager Job Description

This document is to be read alongside the job description for a Rehoming Operations Manager at Blue Cross. All the roles and responsibilities within that job description also apply to the role of Rehoming Operations Manager – Horse Service Development, and the purpose of this document is to outline the additional responsibilities, qualifications, skills, and experience that have been agreed as part of the individual role.

Title: Rehoming Operations Manager – Horse Care & Welfare Specialist

Main purpose of the job

Working as part of a team of Rehoming Operations Managers you will provide support, coaching and leadership to our Centre Managers to enable them to deliver our essential horse services, working as one integrated UK wide rehoming network.

Additional key responsibilities

- Drive continuous improvement of throughput and turnaround of horses in our shelters, while maximising quality and efficiency of the service.
- Facilitate the development and delivery of high quality, horse-centered care and customer service with the resources available.
- Work with other Rehoming Operations Managers to promote and support foster and home to home service developments.
- Oversee and develop the implementation of innovative horse rehoming opportunities.
- Work with the Horse Team Development Lead to support the development of pragmatic quality care and support training materials for the HARK (Horse Animal Rehoming Knowledge) programme.
- Lead/undertake or participate in horse project work as needed.
- Develop and cultivate key relationships with external partners that support horse rehoming strategic aims to enable greater impact and broader scale and reach of horse services.
- Collaborate with peers across Blue Cross to optimise and integrate our service offerings across the rehoming network and to identify where value can be added for pets or customers through the synergies of Blue Cross services.
- Collaborate closely with Behaviour Services to ensure behaviour experts are embedded within horse rehoming service developments
- Identify and develop income opportunities based on the accumulated or synergistic value of services.

Essential qualifications, skills and experience

- Significant and varied experience of practical horse management
- Horse management / welfare qualifications (BHS stages 4 / Pony club A test / Degree or relevant equivalent experience)