

Job Description

Title: Rehoming Operations Manager
Directorate: Rehoming & Fostering Service Operations
Responsible to: Head of Rehoming & Fostering Service Operations
Grade: 3.2

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 pet and horse services, working as one integrated UK-wide rehoming network. As Rehoming Operations Manager, you will be the point of escalation for all operational and resource activities with the autonomy and empowerment to make operational decisions. Through strong leadership you will work with designated centre managers to ensure the efficient running of operations in line with our strategy and vision, while maximizing levels of performance, productivity and engagement.

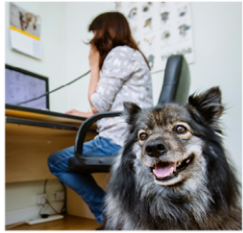
As part of this role, you will own and develop a key operational area, driving operational excellence, development and continuous improvement.

Key responsibilities

- Provide direct line management and leadership to the Centre Managers, driving a culture of performance improvement, development and empowerment.
- Drive quality and standards of pet and horse care for on- and off-site services. This should be through site visits and the assessment of data, identifying possible issues and managing the implementation of effective solutions.
- Provide advice, and coach managers, on all aspects of managing and developing people, seeking guidance from the People & People Services directorate where necessary.
- Support the delivery of the Blue Cross strategy, delivering against shared plans and KPIs.
- Demonstrate a commitment to operational excellence, embracing problem-solving and leadership as the key to continuous improvement.
- Review and evaluate KPI performance data to assess the quality, effectiveness and efficiency of service delivery, identifying areas for improvement and recommending appropriate solutions.
- Working within the rehoming centres' annual budgets and forecast, monitoring expenditure within the service area of responsibility to reduce costs and develop sustainability.
- Be responsible for the effective management of risk.
- Work with the Horse Team Development Lead
- Work with Behaviour Services to improve throughput of referred pets and horses.
- Work with Behaviour Services to improve pragmatic care and pet & horse accommodation in line with specific needs.
- Work with the other Rehoming Operations Managers to support partnerships, such as with Petplan.

Other duties and responsibilities

- Ensure compliance with Health & Safety legislation and Blue Cross policies and standard operating procedures across all sites.
- Work collaboratively with the other Rehoming Operations Managers to ensure consistency in approach and sharing of best practice and ideas.
- Work collaboratively with other teams across Blue Cross, demonstrating a One Blue Cross approach and values.



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- Work collaboratively with the wider animal welfare industry developing beneficial relations and partnerships.
- Optimise and promote the use of technology to drive performance, streamline processes and maximise efficiencies.

The person

You will be a business minded, dynamic and innovative leader with strong interpersonal skills and the ability to communicate effectively with team members at all levels. You'll be a natural leader, able to lead a diverse team at remote locations, developing and empowering line reports through effective management and coaching.

You will have an understanding of how to drive performance improvements and the skills and aptitude required to address under performance promptly when required.

You will have strong analytical skills, with the capability to rigorously evaluate and problem solve to deliver performance improvements.

Travel to various sites will be required.

Essential qualifications, skills, and experience

- Significant experience in leading and coaching small and large teams
- Significant operational leadership experience, gained in an animal welfare or care environment
- Proven experience in leading teams to drive performance improvements and service development
- Demonstrable experience of leading teams to deliver high standards of customer experience
- Excellent communication skills with the ability to influence teams at all levels
- Current full manual driving licence

Desirable qualifications, skills, and experience

- Media experience and public speaking

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you.