GLOUCESTERSHIRE ANIMAL WELFARE ASSOCIATION &
CHELTENHAM ANIMAL SHELTER
Gardners Lane, Swindon Road, Cheltenham, GL51 9JW
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Registered Charity: 1081019

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: **Operations Manager**
Responsible to: General Manager

POST OBJECTIVE
To provide strategic leadership and operational management of all animal-related activities at Cheltenham Animal Shelter (CAS), ensuring the effective delivery of the charity's objectives to rescue, rehabilitate and rehome companion animals.

To drive continuous improvement in animal welfare, behaviour and rehoming through effective performance monitoring, use of Shelter data and evidence-based decision-making. The role will also support the development of community initiatives promoting animal welfare and responsible pet ownership.

MAIN DUTIES AND RESPONSIBILITIES

Strategic Leadership and Management

- Take overall responsibility for the effective management and delivery of all animal operations, ensuring they support CAS's charitable objectives and strategic priorities.
- Lead the implementation and review of the animal welfare strategy, policies and procedures, working closely with the General Manager and Board of Trustees.
- Deputise for the General Manager when required, taking responsibility for the overall running of the Shelter.
- Contribute to the senior management team, working collaboratively with other departments to ensure effective organisational management and maintain CAS's reputation as a centre of excellence.
- Provide reports, statistics and performance updates to the General Manager and Board of Trustees to support informed decision-making.

Team Leadership and Development

- Provide inspirational leadership and management of the Animal Welfare and Rehoming teams, promoting a positive, supportive and accountable working environment.
- Manage, motivate and develop direct reports, including the Animal Behaviourist, Rehomers, Senior Team Leader, Team Leader and Receptionists, undertaking annual appraisals and identifying training needs.

- Support the day-to-day management of the Animal Care Team in the absence of Team Leaders.

- Oversee the recruitment, induction, training, support and retention of Animal Care volunteers.

- Ensure appropriate training and development programmes are maintained across the Animal Welfare and Rehoming teams.

- Promote effective communication and collaboration between all staff, volunteers and departments.

Animal Welfare, Behaviour and Rehoming

- Ensure consistently high standards of animal care, welfare, cleaning, accommodation, behaviour, rehabilitation, boarding and rehoming.

- Work closely with the Behaviour and Rehoming teams to ensure timely animal assessments, accurate records and effective implementation and monitoring of individual training and rehabilitation plans.

- Ensure practices reflect recognised best practice and relevant animal welfare standards.

- Investigate and respond appropriately to concerns or allegations relating to the welfare of rescue animals and boarding clients.

- Oversee the implementation of the Shelter's Euthanasia Policy, including participation in Long-Term Quality of Life discussions under Clause 6, ensuring decisions are realistic, compassionate and appropriately informed.

- Support relevant student dissertations, research projects and study surveys where appropriate.

Operational Performance and Continuous Improvement

- Maintain and monitor appropriate records, databases, spreadsheets and performance metrics to evaluate animal operations against agreed objectives.

- Oversee operational performance, identifying opportunities to improve efficiency, consistency, service delivery and animal welfare outcomes.

- Identify and lead improvements to the Shelter's CRM system, ensuring it meets the operational needs of Reception, Animal Care and other relevant teams.

- Identify opportunities to improve animal accommodation and facilities, ensuring maintenance issues and defects are addressed promptly.

- Ensure animal-related invoices are accurate and appropriately authorised.
- Manage queries and budgets relating to restricted funds for community projects.

Compliance, Licensing and Health & Safety

- Ensure the renewal of and ongoing compliance with Cat and Dog Boarding Licences and associated conditions.

- Coordinate completion and submission of the Association of Dogs and Cats Homes (ADCH) Annual Return and Self-Assessment.

- Ensure compliance with relevant legislation, licensing requirements, regulations and recognised industry standards.

- Maintain an up-to-date knowledge of relevant legislation and ensure operational policies and practices are reviewed accordingly. This includes, but is not limited to:

    - Animal Welfare Act 2006 and Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.

    - Animal Boarding Establishments Act 1963, where applicable, and Pet Animals Act 1951, where applicable.

    - Health and Safety at Work etc. Act 1974, including applicable RIDDOR requirements.

    - Dangerous Dogs Act 1991, as amended, and Clean Neighbourhoods and Environment Act 2005.

    - Data Protection Act 2018, UK GDPR and relevant employment legislation.

    - Ensure compliance with Shelter policies relating to personnel management, health and safety, fire safety and risk management.

External Relationships, Partnerships and Promotion

- Develop and maintain positive working relationships with external animal welfare organisations, rescue centres and industry networks, strengthening CAS's links with ADCH and other relevant organisations.

- Participate in quarterly Regional Animal Welfare Group meetings.

- Liaise with external training partners to coordinate and support the effective delivery of training classes at the Shelter.

- Work with the Head of Fundraising and Marketing Officer to support strategic objectives relating to rehoming, education, marketing and fundraising.

- Promote CAS's activities and values internally and externally, identifying opportunities to raise the Shelter's profile and support its charitable objectives.
- Undertake any other reasonable duties commensurate with the role, as requested by the General Manager or Board of Trustees.

- Demonstrate commitment to the values, objectives and charitable purpose of Cheltenham Animal Shelter.

PERSON SPECIFICATION: OPERATIONS MANAGER

Personal Attributes

- Professional, self-motivated and able to inspire, lead and motivate others.
- Positive, enthusiastic and confident, demonstrating initiative, energy and commitment.
- Excellent interpersonal, communication and influencing skills, with the ability to engage people at all levels.
- Highly organised, adaptable and able to prioritise competing demands.
- Creative and forward-thinking, embracing new ideas and opportunities for improvement.
- Able to develop effective relationships with internal and external stakeholders.
- Demonstrates integrity, resilience, sound judgement and a collaborative approach to leadership.
- Skills, Knowledge and Experience

Essential

- Proven experience of leading and managing teams within a companion animal-related environment, including motivating and developing staff.
- Strong knowledge and understanding of animal care, welfare and adoption within a rescue or rehoming environment.
- Ability to develop and deliver strategic approaches to animal welfare, behaviour and rehoming.
- Effective planning, decision-making and change management skills, with the ability to translate strategy into operational outcomes.
- Commercial awareness and the ability to achieve organisational and financial objectives.
- Financial literacy and experience of managing budgets.
- Confident IT skills, including Microsoft Office, social media and database management, with the ability to extract, analyse and present relevant performance information.
- A pragmatic, compassionate and considered approach to the difficult decisions sometimes required in animal rescue and rehoming.

Desirable

- Experience in public relations, communications or working with the media.
- Experience of contributing to organisational strategy and working with senior leadership teams and/or trustees.
- Knowledge of relevant animal welfare legislation, licensing requirements and recognised industry standards.
- Experience of developing partnerships and working collaboratively with external organisations.
- Education, Training and Qualifications
- Essential
- A recognised management or leadership qualification, diploma or demonstrable equivalent management experience.
- A relevant animal welfare, behaviour or management qualification.
- A current valid driving licence.

Other Requirements

- Ability to contribute to the wider work of CAS as a member of the senior leadership team.

- Flexibility to work outside normal working hours on occasion.
- Commitment to and empathy with the values and charitable objectives of Cheltenham Animal Shelter.