

Cattery Supervisor



North Clwyd Animal Rescue is the largest animal welfare charity in the North West. We rehome over 1800 domestic animals each year and work with local councils to take in strays dogs. We put on a number of fundraising events and Open Days each year and regularly visit schools and communities to educate on animal welfare. We are a non destruct organisation.

Responsible to: Operations Manager and Committee

Works with: Animal Welfare Assistants and Receptionists

Hours: Five days a week over seven days

Salary: £18,000 pa

Objectives of Job: To assist Operations Manager in carrying out daily duties involved in running the rescue. In manager's absence, will be responsible for staff and animals.

Duties and Responsibilities:

- To demonstrate a clear understanding of animal welfare and the policies and aims of NCAR.
- To manage a team of staff and volunteers in the daily running of the rescue in managers absence and assist when the manager is there.
- To ensure high levels of dietary requirements, cleaning and hygiene are maintained in all cattery areas.
- Will also be required to supervise and work in the kennels as and when required.
- Assisting customers and ensuring high levels of customer service are provided by staff members.
- To ensure public displays are kept up to date in the cattery areas at all times

Essential skills and experience:

- Experience of working in a cattery environment.
- Managerial experience.
- An advanced understanding of health issues, infection control and vaccinations in companion animals.
- Behavioural experience, customer service skills.
- A high standard of animal handling skills including dealing with nervous animals
- An ability to manage high workloads and prioritising tasks.
- An understanding of procedures regarding stray cats & kittens
- Possess a full clean UK driving licence

Applications must be sent in writing or via email and to include curriculum vitae and covering letter. For a full job description or if you require further information please contact Owain or Nicky on 01745 560546 or email nickyowen@ncar.org.uk

Closing date for applications: 13th July 2017

Cattery Supervisor - Job Description



- Work with Cattery team cleaning and feeding cats during a daily routine
- Do **Morning Cattery Checks** once catteries are completed ensuring
 - ✓ Catteries cleaned to a high standard
 - ✓ Washing machines running
 - ✓ Bowls washed
 - ✓ Drains clear
 - ✓ Medications completed
 - ✓ Work surfaces tidy and not cluttered
 - ✓ All treats tidied away
 - ✓ All cats are ok
 - ✓ Volunteer books are in use
 - ✓ Floors cleaned
- Delegate to staff where anything further is required in sections
- Animal profiles and photographs and the website are kept up to date and in a high standard
- Report any behavioural/medical concerns of any of the cats to the Operations Manager
- Check all feeding boards, black and coloured boards are all up to date
- Ensure cattery staff are completing roles given on daily job sheet, add jobs to this list as and when required
- Check all storage areas are clean and tidy
- Ensure locations are kept up to date on Anilog system and in all sections
- Help customers and deal with enquiries
- Assist in reception as and when required
- Ensure staff are available to help with customers
- Keep areas outside cattery blocks tidy and free from rubbish/ items
- Ensure the staff room is kept clear and tidy – delegate to staff if needed
- Have an understanding of the kennel procedures in order to help/cover role as and when required
- Complete **End of Day Cattery Checks** with Operations Manager and Kennel Supervisor.
- Lock site at end of day with Operations Manager and Kennel Supervisor
- Ensure all Cattery checks have been completed to your satisfaction and completed before letting the staff leave for the day
- Check all radios are in full working order and back on charge before rest of staff leave for the day and everyone has signed out.

Covering - Kennel supervisory role in his/her absence

The role will have a six month probationary period which will be reviewed three months after starting.