

**JSPCA Animals' Shelter**  
**Role Profile**  
**Animal Care Assistant - Kennels**

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The Kennels team are responsible for the daily care, assessment and monitoring of the behaviour and welfare of the companion animals under their supervision. They will develop and support delivery of behavioural plans, recommending and conducting environmental, management and behavioural modifications to ensure best care for all animals, high standards of welfare and assist successful rehoming in accordance with JSPCA policies and procedures.

As an integral part of the Kennel Team, you will work collaboratively with colleagues to provide an efficient and professional and compassionate caring service for homeless, stray and boarding cats, dogs, ferrets, rabbits and rodents.

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**Areas of responsibility and delivery:**

**Supporting the Business**

Under the guidance of your manager, and by planning and managing your day to day work in an efficient way and communicating with colleagues you will ensure the most efficient use of resources. Your duties will include:

- Daily cleaning of the kennels, cattery, ferret, rabbit and all small animal accommodation to the designated standard of cleanliness in accordance with JSPCA guidelines.
- Undertaking health checking of stray, disclaimer and boarding animals as required.
- The feeding, handling, socialising, exercising, grooming, training and rehabilitation of animals as directed.
- Elevating any concerns about an animal in the care of the JSPCA to the appropriate department/manager
- Maintaining a safe, clean, tidy, stocked and hygienic working environment at all times, including the animal rooms and shared business areas.
- Liaising with reception staff and members of the public as necessary, particularly in respect of viewing and rehoming animals and taking in strays and boarders.
- Completing and maintaining accurate records as required, ensuring compliance with Data Protection Legislation.
- Providing cover for colleagues across all departments as necessary, including assisting the Out of Hours Ambulance service.

**Working Safely and Securely:**

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety and other related procedures to manage and minimise risk. You will actively participate in evacuation training and procedures as necessary.

**Teamwork:**

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work. You will be supportive and helpful to staff and volunteers, fostering a culture of

good teamwork. You will participate in periodic team meetings and work with colleagues to complete actions arising from them.

**Financial Procedures:**

You will comply with all relevant financial procedures. You will strive to be efficient and ensure cost effectiveness in all the work that you do.

**Supporting our Purpose**

You will wear your JSPCA uniform with pride and enthusiastically provide information about the JSPCA to the public to foster a greater understanding and appreciation of our cause. You will help maximise our income generation, using JSPCA guidelines and procedures, and will support wider fundraising initiatives as required.

**Knowledge, Skills and experience needed**

- Knowledge of animal care needs
- Knowledge of animal behaviour is desirable
- Knowledge of animal training is desirable
- An understanding of and ability to deliver good hygiene and cleanliness standards
- Ability to follow instructions and take responsibility for getting things done within agreed parameters.
- Ability to manage own time and prioritise activities to meet agreed deadlines.
- A caring and empathetic nature enabling effective interactions with clients and the animals.
- Knowledge of relevant Health and Safety compliance requirements and best practice relating to all aspects of the job and ability to assess and manage operational risk relevant to the role.
- Knowledge and understanding of Data Protection Legislation requirements relevant to your role.
- Good team worker and the ability to work independently.
- Computer literacy and experience of record keeping.

**Scope of the Role**

**Reports to:** In House Manager

**Working hours/Pattern:** Full Time – Rota pattern to cover 7-day working week

**Line management:** None

**Operating budget:** No direct budgetary responsibility but may have delegated responsibility for some aspects of operational related budget.

**Date of review:** July 2020