

OPERATIONS MANAGER

RESPONSIBLE FOR THE MANAGEMENT AND DEVELOPMENT OF THE SHELTER

- TO ENSURE THE SHELTER IS OPERATED IN ACCORDANCE WITH RELEVANT LEGISLATION (ANIMAL WELFARE, HEALTH & SAFETY, EMPLOYMENT ETC).
- MAINTAIN A HIGH STANDARD OF ANIMAL CARE AND WELFARE, ENSURING THEIR ENVIRONMENT, FEEDING, EXERCISE AND HEALTH IS TO VETERINARY SATISFACTION.
- MONITORING THE REHOMING OF ANIMALS TO ENSURE ANIMALS ARE BEING REHOMED TO SUITABLE FAMILIES.
- DEVELOP, MOTIVATE AND LEAD A TEAM, INCLUDING TRAINING, DISCIPLINE, GRIEVANCES, STANDARDS OF APPEARANCE AND MONITORING PERFORMANCE.
- PREPARATION OF PAPERWORK AND REPORTS TO INCLUDE VETERINARY BILL ANALYSIS, STAFF TIME SHEETS, DOG & CAT STAYS ETC.
- PREPARING STAFF ROTA'S AND ORGANISING HOLIDAY COVER TO ENSURE THE SHELTER IS ALWAYS FULLY MANNED AND THE ANIMALS ARE RECEIVING CONTINUOUS CARE.
- CARRYING OUT DAILY SITE INSPECTIONS TO ENSURE THE SHELTER IS CLEAN, WELL MAINTAINED AND ALL TASKS AND DUTIES ARE BEING CARRIED OUT TO A HIGH STANDARD AND WITHIN RELEVANT TIME FRAMES.
- ORGANISING BOARDING WITH THE POLICE, ENSURING CORRECT PAPERWORK IS RECEIVED AND PROVIDING INFORMATION FOR INVOICING.
- CHECKING ALL PAPERWORK COMPLETED BY CUSTOMER SERVICES AND ANIMAL WELFARE BEFORE SENDING TO HEAD OFFICE.
- OVERSEE ALL WORKS CARRIED OUT ON SITE AND TO MONITOR CONTRACTORS.
- INVESTIGATE COMPLAINTS RECEIVED AND REPORT FINDINGS TO HEAD OFFICE TO ALLOW PROMPT AND INFORMED RESPONSE.
- ENSURE HIGH STANDARDS OF CUSTOMER CARE ARE ADHERED TO BY ALL MEMBERS OF STAFF.
- ENSURE ALL FINANCIAL RECORDS ARE COMPLETED AND BALANCED DAILY.
- MONITOR INCOME AND EXPENDITURE AND OFFER INPUT INTO INCREASING INCOME AND/OR REDUCING EXPENDITURE DURING MANAGEMENT MEETINGS.
- ANY OTHER DUTIES WHICH ARISE DURING THE COURSE OF YOUR EMPLOYMENT OR AS DEEMED NECESSARY BY SENIOR MANAGEMENT FOR THE DEVELOPMENT AND SUCCESS OF THE SHELTER.
- RESPONSIBLE FOR CUSTOMER SERVICES OFFICER, ANIMAL WELFARE OFFICER, TEAM LEADERS AND ALL TEAM MEMBERS.

DIRECTLY RESPONSIBLE TO HEAD OF OPERATIONS.