

Job Description

Title:	Centre Operations Manager
Location:	NAWT Bedfordshire, Glebe Farm, Milton Keynes, MK17 8HZ
Salary:	£34,944 - £39,994 per annum depending on experience
Hours:	40 hours per week, including alternate weekends
Term:	Permanent (3 month probationary period)
Reports to:	Head of Centre Operations

Purpose of the post:

The Centre Operations Manager is responsible for all operational activities related to the running of the site, ensuring the welfare and safe rehoming journey for the animals in their care. They will also provide effective leadership to the Centres' employees and volunteers, ensuring high levels of performance and a culture of excellent customer service at all times.

Duties and Responsibilities:

Leadership

- Ensure that the Centre is sufficiently staffed at all times, using an effective balance of employees and volunteers.
- Recruit new employees and volunteers as required, ensuring they are inducted and trained correctly.
- Oversee the training & development of all staff to ensure that they have the appropriate knowledge and skills in order to carry out their roles effectively.
- Manage any performance related issues within the team as per NAWT policies.
- Manage staff performance with regular reviews and feedback, setting objectives as required to improve performance.
- Manage the Centre volunteers to ensure they feel valued and have fulfilling roles with NAWT.
- Ensure effective team communication enables the smooth running of the centre.
- Promote a positive culture throughout the Centre and wider organisation.
- Protect the welfare of all staff & volunteers by adhering to Health and Safety Legislation.
- Develop collaborative working relationships with external and internal stakeholders.

Animal Welfare

- Ensure that the highest level of animal care is provided at all times, and that staff and volunteers have the appropriate training and equipment to perform their role to the highest standard.

- Utilise home direct and short-term foster options to ensure the maximum number of animals can be helped.
- Oversee the intake, assessment, promotion and re-homing procedures for all animals admitted into NAWT care.
- Support the team to ensure each animal is assessed, both physically and behaviourally, and assigned the appropriate care and training dependent on the outcome of the assessment.
- Ensure, in conjunction with the veterinary practice, each animal receives appropriate veterinary care and that all treatment plans and prevention protocols are implemented in accordance with veterinary advice.
- Ensure all procedures are regularly reviewed to maximise efficiency and identify any training requirements for the team.

Health and Safety

- Ensure that all staff & visitors comply with Health & Safety legislation; risk assessments are carried out regularly and in line with NAWT procedures.
- Attend Trust Health and Safety meetings and complete action points allocated at those meetings.
- Oversee local health & safety meetings to ensure all accidents & incidents are recorded and managed correctly.
- Ensure all staff and volunteers receive induction training in the Trust's Health and Safety policy.
- Monitor the Health and Safety risks and implications for onsite or external events.
- Organise the maintenance of all grounds and buildings on site.
- Oversee any work carried out by external agencies, ensuring they have adequate risk assessments in place to complete the job safely.
- Ensure that the centre equipment is safe and fit for purpose.

Administration and Finance

- Manage the Centre's income and expenditure lines in order to meet set budgets.
- Drive local fundraising activity; working with the central fundraising team to ensure NAWT capitalise on every opportunity to generate income and develop supporter relationships.
- Deliver an agreed programme of Centre fundraising events.
- Increase public awareness of the Centre and NAWTs work through attendance at local events, building relationships within the local community.
- Co-ordinate the communication between the Centre and Head Office functions as required.
- Ensure all customer, animal and financial management records are accurately maintained by all members of the team.

Other Duties

- Adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities and Health & Safety policies.
- Attend internal meetings as requested. This may involve staying overnight from time to time.
- Attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- To carry out any other duties relevant to the post as directed by the Head of Centre Operations or Chief Executive.

CENTRE OPERATIONS MANAGER SPECIFICATION		
Experience/Skills	Desirable	Essential
Proven experience of managing a large team		Yes
A strong focus on coaching and a history of employee development		Yes
Excellent communication and interpersonal skills		Yes
Confident in using IT in the workplace, particularly Microsoft word, excel and presentations		Yes
Highly organised, with the ability to manage multiple projects and workflows simultaneously		Yes
Experience of managing budgets		Yes
Full driving licence and access to car		Yes
Evidence of managing health & safety in the workplace	Yes	
An empathy with animal welfare and the aims of NAWT		Yes

THE PERSON
<p>The successful candidate will have a strong record of management, preferably in the animal welfare sector but more importantly, with the proven ability to lead and develop teams. The ability to work with and relate to a diverse range of employees, volunteers, supporters, and the general public is essential.</p> <p>They will have excellent interpersonal skills, with the ability to prioritise workloads, be good humoured and enjoy working in a close-knit team. The ideal candidate will have strong time management skills and demonstrate the ability to plan ahead as well as deal with day-to-day operations.</p>

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE