

National Animal Welfare Trust

Job Description

Title:	Head of Centre Operations
Salary:	circa £60,000 per annum depending on experience, plus £5,000 car allowance
Hours:	35 hours per week
Location:	Watford H.O. based, with a mix of hybrid working and visits to Centres
Term:	Permanent (3 months probationary period)
Reports to:	Chief Executive
Direct reports:	4 x Centre Managers, 1 x Behaviour & Training Manager

Purpose of the post:

The Head of Centre Operations is responsible for delivering the Trust's strategic aims through a team of over ninety employees, as well as a significant number of volunteers across NAWT's five rescue and re-homing centres and remote supporter groups.

Critical to success in the role is the ability to understand all aspects of NAWT's operational activities and to plan, lead and consistently deliver in our rescue, rehoming and preventative work; maintaining high standards of animal welfare and customer service at all times.

Key Duties and Responsibilities:

1. Strategic Leadership

- 1.1 To develop an Operations Strategy identifying areas for improvement within the operations remit and developing plans to improve and increase organisational efficiency to meet the Trust's strategic aims.
- 1.2 To lead the collaborative review and development of operations policies and procedures and ensure that these are adhered to.
- 1.3 To lead by example in supporting and creating a rapport with employees and volunteers in their relationships within the Centres, with head office employees and with visitors and supporters.
- 1.4 To liaise with outside agencies, institutions, and organisations, developing collaborative working relationships to promote the work of NAWT.
- 1.5 To devise detailed annual plans, budgets and appropriate operational KPIs to deliver the strategy.
- 1.6 To collaborate with the Volunteer Development Manager to ensure the optimal balance of employees and volunteers to meet the needs of the Trust.

2. Centre Management

To directly manage the Centre Managers, and through them ensure that the day-to-day running of the Centres is undertaken in a professional manner in line with the policies and procedures of the Trust. In particular:

- 2.1 To ensure that the Trust's employment policies and procedures (e.g. disciplinary, grievance, absence, supervision, and appraisal) are followed and consistently applied across the Centres.
- 2.2 To develop appropriate performance measures across the centres and to analyse and interpret the data gathered, identifying trends, and using the results to drive better performance.
- 2.3 To provide regular and accurate management information as required, to the Chief Executive and Board of Trustees.
- 2.4 To ensure that each Centre has in place appropriate formal and informal communications and employee briefing arrangements.
- 2.5 To take the lead in the development and training of employees and volunteers, so as to ensure that they have the necessary skills and technical knowledge to fulfil their responsibilities.
- 2.6 To ensure that there are relevant and appropriate operating systems, policies, and procedures across all the Centres and across the full range of activities, to enable the Trust to demonstrate the quality and effectiveness of its work and meet any future externally set standards.
- 2.7 To ensure that all employees and volunteers understand the Trust's approach to customer care, and receive the appropriate guidance, training, and leadership.
- 2.8 To oversee the financial controls in the Centres, ensuring spending is within agreed limits and to seek opportunities for cost control through efficiencies.

3. Animal Care and Re-homing

To have overall responsibility for the day-to-day welfare of the animals in our Centres, and for overseeing the re-homing process to ensure the best possible matching between new owners and animals. In particular:

- 3.1 To continuously seek to improve the way NAWT delivers our services in line with ongoing trends in the animal welfare sector.
- 3.3 To oversee the various initiatives of the Trust relating to animal rehoming and preventative action.
- 3.4 To ensure that each Centre has appropriate veterinary arrangements in place, and that the quality of veterinary care provided meets the agreed standards.
- 3.6 To ensure, via Centre employees, that all records and documents relating to the admission, assessment and homing of all animals are up to date, accurate and maintained on a database.
- 3.7 To oversee and monitor the animal care and welfare work undertaken by our voluntary groups, in order to ensure that it reflects the standards that the Trust is seeking to promote.

4. Health & Safety

To function as the Health and Safety lead for the Trust and ensure that there is full compliance with all relevant health and safety legislation and regulation. In particular:

- 4.1 To ensure that all risk assessments are undertaken, and that appropriate policies and procedures are in place to demonstrate compliance and protect employees, volunteers, and the public.
- 4.2 To Chair the Trust's Health & Safety Committee and report regularly on its work to the Chief Executive and Board.
- 4.3 To create a culture within the Trust that positively embraces best practice in health and safety management.

5. Maintenance and Estate Management

To ensure that our properties and facilities are maintained to an acceptable standard, and that the physical environment of our Centres enhances the work and reputation of the Trust. In particular:

- 5.1. To monitor the fabric, fittings and equipment of the Centres and instigate repairs or remedial action to maintain the efficiency and high standards required of all areas at all times.
- 5.2. To ensure that there is a planned and costed programme of cyclical maintenance appropriate to protect the Trust's freehold assets.
- 5.3. To ensure that the Trust has access to relevant external approved contractors to undertake necessary technical or building works and that such external contractors are adequately supervised when on-site.

6. Other Duties

- 6.1. To attend and contribute to internal meetings, training sessions, external events, and Board meetings, as required.
- 6.2. To attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- 6.3. To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing, and monitoring them, including Equal Opportunities, Risk Assessment and Health & Safety policies.
- 6.4. To perform any other duties relevant to the post as directed by the Chief Executive or Board of Trustees.

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Experience of managing large teams across multi-site locations		Yes
A strong focus on coaching and a history of employee development		Yes
Experience of managing within the animal welfare sector	Yes	
An excellent verbal and written communicator		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
Evidence of management of health & safety in the workplace	Yes	
The ability to influence organisational strategy as part of the senior team		Yes
An empathy with animal welfare and the aims of NAWT		Yes
Driving license		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 complex, multi-site teams through periods of significant change. The ability to work with and relate to a diverse range of employees, volunteers, supporters, and the general public is essential.</p> <p>You will be an initiative-taker with the ability to prioritise and manage a complex workload; someone who can inspire trust and respect in employees and volunteers and demonstrate a positive attitude at all times. You will be a confident communicator, able to build relationships and work collaboratively with other organisations for the overall benefit of the Trust.</p> <p>As this post is responsible for Centres located across the South of England, the ability to drive frequently and to be willing to work away from home on a regular basis is also required.</p>