

## Job Description

**Job Title:** Centre Supervisor

**Reporting to:** Deputy Centre Manager

**Based:** RSPCA Coventry & District Branch Animal Centre, Coventry

**Wage:** /

**Hours:** / including weekend working on alternative weekends

## Main Purpose of the Job

Responsible for the education of the community and commercial activities of the centre (auction and ebay) as well as providing support to the Deputy Centre Manager and Centre Manager. This support will include ensuring that the ACAs admit, rehabilitate and rehome neglected, abandoned and unwanted domestic animals. And that the team work to branch policies on animal welfare, ensuring the very best care and welfare based on current science.

To engage with, and establish excellent customer relations, by educating the general public and adopters in the care and welfare of their animals.

## Duties

**Duties include but are not limited to:**

- Working with the Centre Manager and Deputy Centre Manager to ensure the team is providing the highest possible standard of care for all animals under the branch care at all times.
- Creating an in-house education programme and providing educational talks for the external community
- Managing the commercial activities of the centre including the auction, ebay and donations to site in conjunction with the Marketing and Fundraising Manager where applicable
- Ensuring all centre policies and property adheres to the health and safety standards including risk assessments, MOTs, fire drills
- Assisting with complaints on site and on social media
- Managing the team to ensure dog attack drills and near misses are planned and completed to legal and centre requirements
- Ability to drive to the vets in Birmingham if needed and required
- To assist with recruitment and training and take responsibility for the supervision of all staff and volunteers in accordance with the standards required by the RSPCA Licensing Scheme and standard procedures and in conjunction with the Centre Manager and Deputy Centre Manager.
- Responsible for the day to day health and safety of staff, volunteers and the general public at the animal centre and for the initiation of reports in

accordance with the Society's Health and Safety procedures. To ensure the Manager and Deputy Centre Manager are made aware of any health and safety incidents/concerns.

- To ensure animal welfare standards are maintained in accordance with the standards required by the RSPCA Licensing Scheme in conjunction with the Centre Manager and Deputy Centre Manager.
- To ensure the correct procedures are followed for intake, assessment, rehoming and euthanasia of animals in conjunction with the Centre Manager and Deputy Centre Manager.

While at work all staff are required to: take care of their own health and safety and that of others who may be affected by their acts and omissions. Co-operate with Society policies and procedures for health and safety

In addition to the above all line managers are required to: ensure, so far as is reasonably practical, the health, safety and well-being of their staff and others who may be affected by Society activities be familiar and comply with Society policies and procedures for health and safety

In conjunction with the Centre Manager, Deputy Centre Manager and Marketing and Fundraising Manager, promote fundraising and publicity opportunities at the Centre through the establishment of good relations with the media, Branches, volunteers and general public.

To undertake any other duties as required by the Manager.