



# JOB DESCRIPTION

<b>Job Title:</b>	<b>Kennel Care Assistant</b>
<b>Location:</b>	<b>RSPCA Derby Animal Centre, Abbey St, Derby</b>
<b>Reports to:</b>	<b>Animal Care Manager</b>
<b>Salary:</b>	<b>£11.07-£12.96</b> (2% above minimum wage, dependent on age)
<b>Hours:</b>	<b>28 hours per week</b> (Mon, Tue, Thu, Fri 08:30 – 16:30)

## 1. Purpose of the job

Reporting to the Animal Care Manager, the Kennel Care Assistant is responsible for providing high standards of care and welfare for dogs within the Animal Centre.

The role supports the rehabilitation, behavioural development, welfare and rehoming of dogs in RSPCA Derby's care, including animals that may have experienced neglect, abuse, trauma or complex behavioural challenges.

The Kennel Care Assistant plays a vital role in ensuring that all dogs receive the highest standards of care whilst preparing them for successful rehoming into suitable permanent homes.

Being a Kennel Care Assistant can be highly rewarding and offers the opportunity to make a genuine difference to the lives of vulnerable animals. However, the role can also be physically demanding and emotionally challenging, and applicants should be prepared for these aspects of the position.

## 2. Overview of the role

- To provide high standards of care and welfare for dogs within the Animal Centre.
- To assist with the day-to-day operation of the Animal Centre under the direction of the Animal Care Manager, Deputy Animal Care Manager and Team Leaders.
- To support the rehabilitation, training, socialisation and rehoming of dogs in RSPCA Derby's care.
- To provide excellent customer service to adopters, volunteers, visitors and members of the public.
- To support other operational areas of the Animal Centre when required.

## 3. Principal Responsibilities

### Animal Care and Welfare

- To provide high standards of care and welfare for all dogs within the Animal Centre.
- To carry out daily health and welfare checks, identifying signs of illness, injury, stress or behavioural concerns and reporting these appropriately.
- To prepare and provide food and water in accordance with individual dietary requirements.
- To clean, disinfect and maintain kennels, exercise areas, food preparation areas, laundry facilities, storage areas and treatment rooms to a high standard.
- To safely handle, restrain and transport dogs as required.
- To provide grooming, bathing and general coat care as appropriate.
- To administer medications, treatments and first aid under the direction of veterinary professionals or authorised managers.
- To provide emergency care and support for vulnerable, injured or unwell animals as required.
- To implement and monitor welfare plans including:
  - Training and behavioural plans
  - Positive reinforcement training programmes
  - Socialisation and exercise plans
  - Rehabilitation plans
  - Diet and nutrition plans
  - Veterinary treatment plans
  - Animal observations and welfare assessments
- To provide appropriate enrichment, exercise and social interaction opportunities for dogs in care.
- To accurately observe, record and report changes in animal health, behaviour and welfare.

### Rehoming and Customer Care

- To assist with the rehoming process, including meeting potential adopters and facilitating introductions between dogs and prospective owners.
- To assist with adoption appointments and provide post-adoption support where appropriate.
- To provide excellent customer service and responsible animal welfare advice.
- To deal professionally and sensitively with telephone, email and face-to-face enquiries.
- To build positive relationships with adopters, volunteers, visitors and partner organisations.

### Administration

- To maintain accurate animal records, registers and statistics.
- To use computer systems and databases to record animal information and maintain documentation.
- To ensure records are completed accurately and in a timely manner.
- To maintain confidentiality regarding animal welfare cases, adopters and organisational information.

### Fundraising and Community Engagement

- To support fundraising events, welfare talks and educational activities on and off site.
- To promote the work, aims and values of RSPCA Derby.

### Health, Safety and Security

- To comply with all RSPCA Derby Health and Safety policies and procedures.
- To report hazards, defects or maintenance concerns promptly.
- To ensure kennels, exercise areas, buildings and equipment are secure at the start and end of each shift.
- To comply with relevant legislation and organisational policies relating to animal welfare, health and safety, data protection and confidentiality.

### Flexibility and Team Support

- To provide support in other areas of the Animal Centre when required, including reception, cattery, rabbit and small animal care.
- To transport animals, equipment or supplies where authorised and required.
- To undertake any other reasonable duties appropriate to the role.

### Physical Requirements

- To undertake regular duties involving standing, walking, bending, kneeling, reaching, lifting and carrying throughout the working day.
- To safely handle, restrain and exercise dogs of varying sizes, strengths and temperaments.
- To undertake physically demanding cleaning and animal care duties on a daily basis.
- To work outdoors in all weather conditions throughout the year.

## **4. Additional information**

- The postholder may be required to provide temporary cover during periods of staff absence.
- The postholder may occasionally be required to work at other RSPCA Derby locations.
- The postholder will be required to complete mandatory training relevant to the role.
- The role involves exposure to potentially distressing situations involving sick, injured, neglected or abused animals and requires emotional resilience and professionalism.
- This job description is not exhaustive and may be amended following consultation to reflect the changing needs of the organisation.

## Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION AND TRAINING	<ul style="list-style-type: none"> <li>• Good standard of secondary education.</li> <li>• GCSE (or equivalent) in English and Mathematics.</li> <li>• Basic IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 or Level 3 qualification in Animal Care or related subject.</li> <li>• Qualification or training in canine behaviour, welfare or training.</li> <li>• Animal First Aid qualification.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Experience working within a kennel, rescue, boarding, veterinary or other professional animal-handling environment.</li> <li>• Experience working with dogs of varying breeds, sizes, temperaments and behavioural needs.</li> <li>• Experience administering medication or treatments to animals in accordance with instructions and protocols.</li> <li>• Experience implementing animal care, exercise, training or rehabilitation plans.</li> <li>• Experience delivering high standards of customer service.</li> <li>• Experience working effectively as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a rescue or rehoming environment.</li> <li>• Experience supporting animal rehabilitation programmes.</li> <li>• Experience assisting with animal rehoming and adoption processes.</li> <li>• Experience delivering welfare talks, educational activities or fundraising events.</li> </ul>
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> <li>• Good interpersonal and communication skills.</li> <li>• Ability to build positive relationships with colleagues, volunteers and members of the public.</li> <li>• Good organisational and record-keeping skills.</li> <li>• Understanding of positive reinforcement training principles.</li> <li>• Knowledge of canine body language and behaviour.</li> <li>• Ability to safely handle dogs presenting a range of behavioural and emotional needs.</li> <li>• Ability to accurately observe, record and report changes in animal health, behaviour and welfare.</li> <li>• Basic understanding of animal welfare principles.</li> <li>• Understanding of confidentiality and data protection requirements.</li> <li>• Understanding of workplace Health and Safety responsibilities.</li> <li>• Ability to use computer systems and maintain accurate records.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of animal nutrition.</li> <li>• Knowledge of animal welfare legislation.</li> <li>• Knowledge of RSPCA policies and procedures.</li> <li>• Competence in Microsoft Office and animal management databases.</li> </ul>
PHYSICAL REQUIREMENTS	<ul style="list-style-type: none"> <li>• Able to undertake regular duties involving standing, walking, bending, kneeling, reaching, lifting and carrying throughout the working day.</li> <li>• Able to safely handle, restrain and exercise dogs of varying sizes, strengths and temperaments.</li> <li>• Able to undertake physically demanding cleaning and animal care duties on a daily basis.</li> <li>• Able to work outdoors in all weather conditions throughout the year.</li> </ul>	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> <li>• Compassionate and committed to animal welfare.</li> <li>• Reliable, honest and trustworthy.</li> <li>• Excellent timekeeping and attendance.</li> <li>• Emotionally resilient and able to cope with challenging situations involving vulnerable animals.</li> <li>• Able to remain calm and professional under pressure.</li> <li>• Patient and empathetic when working with animals that may have experienced neglect, abuse or trauma.</li> <li>• Flexible and adaptable.</li> <li>• Positive and proactive approach to work.</li> <li>• Willingness to learn and develop through training.</li> <li>• Able to work independently and as part of a team.</li> </ul>	
SPECIAL CIRCUMSTANCES	<ul style="list-style-type: none"> <li>• Full UK manual driving licence.</li> <li>• Willingness and ability to drive organisational vehicles where authorised.</li> <li>• Willingness to work weekends, Bank Holidays and occasional evenings.</li> <li>• Willingness to support other operational areas of the Animal Centre when required.</li> <li>• Commitment to the values and animal welfare policies of RSPCA Derby.</li> <li>• Commitment to RSPCA Derby values and animal welfare policies.</li> </ul>	

