

## JOB DESCRIPTION

Job title: Animal Carer – Evenings  
 Accountable to: Head of Cattery & Head of Kennels  
 Department: Operations  
 Location: London

### Context

Mayhew provides a range of animal welfare and veterinary services, in the UK and abroad. We offer expert veterinary care, rescue and rehoming, programmes in the community and guidance and support to improve the lives of dogs and cats in need.

We operate, in the main, from our historic building in north London but also have operations in Georgia and Afghanistan. Our Animal Carers are an integral part of our work to ensure dogs and cats in need receive the care, support and love they deserve.

### Job purpose/summary

At Mayhew, dogs and cats in need come through the doors of our Home, a rescue and rehoming shelter in North West London every day. We have up to 15 dogs and up to 80 cats in our care at any one time and others through our Clinic who need care and support each day. We are very proud of the vital work we do to make sure they have the care, support and love they deserve, and our Animal Carers are at the heart of this.

Our Evening Animal Carers are an important part of our team, making sure each dog and cat in our care has their specific needs met, including feeding, cleaning, training and providing enrichment. This role also enables us to provide our dogs with late evening walks, reducing the time they are in their kennels overnight.

We operate 7-days a week. Our Evening Animal Carers work the following-shift pattern:

Week 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	off	off	3pm-11pm	3pm-11pm	off	3pm-11pm	3pm-11pm

Week 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3pm-11pm	3pm-11pm	off	off	3pm-11pm	off	off

We offer a caring and supportive team, lots of variety and the opportunity to make a lasting difference to the lives of dogs and cats who rely on us. To be suitable for this role you will need to be confident in handling and caring for all types of dogs and cats in our care and you will need to be comfortable working within a team between 3pm – 5pm and also lone-working in out-of-hours.

### Key relationships

- Kennels and Cattery staff and volunteers
- Head of Kennels
- Head of Cattery
- Head of Community
- Head RVN and other Clinic staff and volunteers

- Head of Operations

### **Main areas of responsibility**

#### *Care and support of dogs and cats in need*

- Helping to meet the specific needs of dogs and cats in our care by helping with their exercise, feeding, cleaning, enrichment and training.
- Under the supervision of qualified clinical staff, assisting in the provision of treatment to dogs and cats in our Clinic
- Helping other team members to carry out behaviour assessments for dogs and cats
- Helping other team members with rehoming and fostering, including supporting interviews and meets with potential adopters and foster carers
- Supporting the team with admitting new dogs and cats coming into our care
- Helping the team to reunite stray dogs and cats with their owners when needed
- Helping the team to monitor and record individual health, behavioural and enrichment care plans

#### *Preparation, cleaning and administration*

- Helping with updating and maintaining accurate records, including clinical, behavioural and enrichment care plans
- Cleaning of kennels, cabins and equipment
- Cleaning of clinic areas in preparation for the following day
- Ensuring donated goods and supplies are properly stored
- From time to time, helping to take customer payments, taking photos and videos of dogs and cats for rehoming and fundraising.

### **General**

In addition to the specific duties and responsibilities outlined in this job description, all Mayhew employees should be aware of their specific responsibilities towards the following:

- Mayhew is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Mayhew policies and procedures at all times
- Actively promote and support the safeguarding of dogs and cats in need, observing and adhering to values and policies on animal welfare
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

**PERSON SPECIFICATION – Animal Carer – Evenings**

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> <li>• Animal Care/Welfare qualification</li> <li>• Knowledge of dog and cat behaviour</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Proven experience of working with dogs</li> <li>• Strong animal handling skills (Dogs &amp; Cats)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an animal welfare organisation or shelter environment</li> <li>• Experience of dealing with distressing situations and/or distressed animals</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>• Able and willing to work co-operatively in a team</li> <li>• Able to work alone with minimal supervision</li> <li>• Good verbal and written communication skills</li> <li>• Good time management and ability to juggle multiple tasks or priorities</li> <li>• Able to work well in a sometimes pressured and emotive environment</li> <li>• Polite, calm and caring manner</li> <li>• Flexibility to meet changing needs as they arise</li> <li>• Basic skills in all MS Office packages (especially Outlook, Word, Excel)</li> <li>• Willingness to learn</li> </ul>	<ul style="list-style-type: none"> <li>• Clean driving license</li> </ul>

**Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities**