

JOB DESCRIPTION

Job title: Animal Carer – Kennels & Cattery

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.

We offer a caring and supportive team, lots of variety and the opportunity to make a lasting difference to the lives of cats who rely on us. Our Animal Carers are an important part of our team, making sure each dog or cat in our care has their specific needs met, including feeding, cleaning, exercise, training and grooming.

We operate 7-days a week. Our Animal Carers work either 8am-4pm or 9am-5pm, with occasional cover of the evening shift (3pm-11pm) when our Evening Animal Carers are on holiday or during sickness absence. Working on a 3-weekly rotation, the successful candidate will be working the following shift patterns so that normal working days are as follows:

SHIFT A	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1		9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	
Week 2	9am-5pm	9am-5pm			9am-5pm	9am-5pm	9am-5pm
Week 3	9am-5pm			9am-5pm	9am-5pm	9am-5pm	9am-5pm

Key relationships

- Kennels and Cattery staff and volunteers
- Head of Kennels
- Head of Cattery
- Community Animal Support Manager
- Volunteering and Foster Caring Manager
- TheraPaws & Pet Refuge Manager

- 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 feeding, cleaning, exercise, training and grooming
- Making sure the animal's accommodation and all associated areas are clean and maintained
- Helping other team members to carry out behaviour assessments for dogs and cats
- Helping other team members with rehoming and fostering, including supporting interviews with potential adopters and foster carers
- Registering and administering new dogs and cats coming into our care
- Helping to reunite stray dogs and cats with their owners when needed
- Monitoring and record individual health, behavioural and enrichment care plans
- Under the supervision of qualified clinical staff, assisting in the provision of treatment to dogs and cats
- 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 – Kennels & Cattery

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> • Level 2 NVQ in Animal Care or equivalent GCSEs • Knowledge of dog and cat behaviour 	
Experience	<ul style="list-style-type: none"> • Experience of handling and working or volunteering with dogs and cats 	<ul style="list-style-type: none"> • Experience of working in an animal welfare organisation or shelter environment • Experience of dealing with distressing situations and/or distressed animals
Skills / Abilities	<ul style="list-style-type: none"> • Able and willing to work co-operatively in a team • Able to work alone with minimal supervision • Good verbal and written communication skills • Good time management and ability to juggle multiple tasks or priorities • Able to work well in a sometime pressured and emotive environment • Polite, calm and caring manner • Flexibility to meet changing needs as they arise • Basic skills in all MS Office packages (especially Outlook, Word, Excel, PowerPoint) • Willingness to learn 	<ul style="list-style-type: none"> • Clean driving license

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