

Animal Care Assistants & Weekend Receptionists



Recruitment Pack
October 2018



Wadars Animal Rescue & Rehoming

Hangleton Lane
Ferring
Worthing
West Sussex BN12 6PP

Telephone 01903 247111
www.wadars.co.uk
enquiries@wadars.co.uk

INFORMATION TO CANDIDATES for the posts of ANIMAL CARE ASSISTANTS (CATTERY) & WEEKEND RECEPTIONISTS

Dear Applicant

The following information is intended as a useful guide to applicants considering joining Wadars. Full details are supplied with an offer of appointment.

Wadars

Based in Ferring, West Sussex, Wadars is a leading animal rescue charity and has been providing protection of animals of all kinds in need of care and attention by reason of sickness, maltreatment, poor circumstances or similar causes since 1969. As a registered charity, we rely almost entirely on donations, legacies and fundraising from within the community that we serve.

Wadars rescues and rehabilitates more than 1,500 wildlife and re-homes over 500 companion animals (pets) every year. Our team of animal rescue officers respond to calls from the general public where animals are in peril and, during the summer months, can receive more than 50 calls a day.

Historically, Wadars companion animals have been cared for in commercial kennels and catteries or with our volunteer fosterers until suitable forever homes can be found. We are now at the start of an exciting new phase for Wadars; work has begun on developing a small wildlife unit and the building of a new 17 pen cattery, including isolation unit, will be completed by the end of December and will be open to the public during January 2019.

We now need to staff the cattery and offer the following posts:

Posts Available

Animal Care Assistants

3 part time posts (20 hours and 16 hours)
Up to 3 posts of variable hours

Receptionists

2 roles for weekend cover (5 hours each day)

You must be available to start on Wednesday, 2nd January 2019; you may be required to attend up to two days initial training and familiarisation in December.



General – all roles

You will be part of the public face of Wadars and you will be in close contact with the community both directly and indirectly. It is an essential element of the job that the people who we serve are treated efficiently and effectively but, most of all, with kindness, compassion and understanding.

These roles can be physically and emotionally demanding; a high degree of emotional stamina and the ability to cope with animal euthanasia, cruelty and neglect is essential.

You must be available to start on Wednesday, 2nd January 2019; you may be required to attend up to two days initial training and familiarisation in December.

Animal Care Assistants

Working as part of a team including volunteers, you will provide care for cats and kittens in the new Wadars cattery until their 'forever' homes can be found.

Duties will include the cleaning and disinfection of all areas on a daily basis, food preparation, performing daily general health checks and the initial assessment of animals as they are brought to us, plus routine behavioural assessments and appropriate enrichment for each animal, recording all findings.

You will be required to liaise with our team of fosterers and be prepared to train, manage and work with our team of dedicated volunteers. As we are a multi species animal rescue charity, you will need to be flexible and be prepared to work within other animal units from time to time, such as the wildlife unit or dog kennels.

Full training will be given; some training may take place with other animal welfare charities in the area. Experience of domestic animal care and husbandry from working in the animal care/welfare industry would be an advantage, as would experience of handling wildlife. A full driving licence is desirable as you may be required to drive a Wadars animal ambulance from time to time.

You must be prepared to work on a rota basis and undertake regular weekend and Bank Holiday working as care of the animals is required 365 days a year. You must also be prepared to assist in the provision of 24-hour cover for the Animal Rescue Centre.

To ensure full coverage within the cattery, we are offering three part-time roles of between 16 and 20 hours each per week. We are also recruiting up to three Animal Care Assistants on a 'zero hours' contract to cover for holidays and unplanned absences across all of our animal welfare team, including mobile wildlife rescue.

A detailed job description and person specification can be found on page 6 of the pack.

The starting salary for an Animal Care Assistant is £8.40 per hour (the full-time equivalent salary is £15,288 for a 35 hour week excluding meal breaks).

Weekend Receptionists

Working directly in support of the animal welfare team, you will be responsible for the efficient running of the Wadars Animal Rescue Centre reception at weekends. You must be prepared to train, manage and work with our team of dedicated volunteers.

You will be the first point of contact for all telephone and face to face enquiries, at all times providing a professional, non-judgmental and compassionate approach. This will include receiving animal(s) for rehoming, adoption of animals, receiving donations (in cash and goods) receiving injured birds and wildlife.

We are recruiting two part-time weekend receptionists to cover the hours of 10.30am until 3.30pm each Saturday and Sunday. We are offering this role as a job share to enable each receptionist to cover for the other during periods of holiday and unplanned absences.

The actual working pattern for the weekend cover will be explored with the successful candidates.

A detailed job description and person specification can be found on page 9 of the pack.

The starting salary a Weekend Receptionist is £8.00 per hour (the full-time equivalent salary is £14,560 for a 35 hour week excluding meal breaks).

Terms and Conditions – all Roles

Holiday entitlement is 25 days per annum for full time staff plus 8 public holidays. Holiday entitlement for part time staff is calculated on a pro-rata basis. The holiday year runs from 1 January to 31 December.

The Charity operates a contributory pension scheme through Scottish Widows. The Charity is unable to contribute towards the cost of relocation if this is necessary.

As part of the induction procedure for employment, we ask the successful candidates to complete a pre-employment medical questionnaire.

To comply with legal requirements, we ask all potential employees to prove their eligibility to work in the UK. If you are invited to interview you will be asked to bring to interview the appropriate original documents. No offer of employment will be made until eligibility to work in the UK has been verified.

Any offer of employment will be subject to the receipt of at least two satisfactory references, one of which must be from your present or most recent employer. Wadars reserves the right to contact your previous employers before an offer of employment is made. Unless your permission is granted, your present employer will not be approached until an offer of employment has been made and you have communicated your intention to leave.

Equal Opportunities

Wadars is committed to equal opportunities for all staff, volunteers and applicants. We believe that all staff, volunteers and supporters of Wadars should be treated with dignity and respect.

We aim to ensure that all who wish to work in, or volunteer to help with our Charity should have an equal chance to do so. It is our policy that all employment and volunteer decisions are based upon merit and the business needs of the Charity. Wadars does not discriminate on the grounds of age, gender, health, sexuality, class, family status, means, ability, colour, ethnic origin, culture, religion, or belief.

How to Apply

Applications can only be considered on our application form (which can be downloaded from the Wadars website www.wadars.co.uk) should be sent by email to tracy@wadars.co.uk.

Alternatively, you can submit your application form by post to Tracy Cadman, Operations Manager, Wadars, Hangleton Lane, Ferring, Worthing, West Sussex, BN12 6PP and the envelope should be marked 'Private & Confidential Ref Oct 2018'.

Only completed applications received on the appropriate form will be considered – **we will not accept CVs.**

The closing date for completed applications is 5pm on Friday 9th November 2018.

Interviews will be held at Wadars, Ferring week commencing 19th November.

For an informal and confidential discussion prior to making your application, please contact the Operations Manager, Tracy Cadman, by emailing tracy@wadars.co.uk or telephoning 01903 247111

Thank you for your interest in working at Wadars



Artist's impression of the new cattery

JOB DESCRIPTION – ANIMAL CARE ASSISTANTS

JOB TITLE: Animal Care Assistant - cattery (part-time)
CONTRACT: Permanent
REPORTS TO: Operations Manager
Team: Animal Welfare Team
LOCATION: Wadars Animal Rescue Centre in Hangleton Lane, Ferring, Worthing with occasional travel around the surrounding area

PURPOSE OF THE JOB

Provide care for cats and kittens in the Wadars Animal Rescue Centre. Establish good customer relations and maintain existing administrative procedures. Prevent animal suffering and to promote good practice and compassion in animal welfare. Promote responsible pet ownership. Assist in the provision of 24-hour cover at the Animal Rescue Centre.

MAIN DUTIES

This is not an exhaustive list but outlines the main duties for the post-holder, who may also be supported in their role by volunteers.

- Clean and disinfect animal accommodation, food preparation areas, store rooms, vet room, and the corridor areas of the Wadars cattery as set by the Operations Manager
- Carry out initial assessments of animals brought to site – to include checking of ears, eyes, nose, skin/coat, and reporting any concerns to the Operations Manager
- Assist with the weekly visit from local vets and administering of medications as prescribed
- Perform daily general health checks on all animals and raising any concerns with the Operations Manager
- Carry out routine behavioural assessments of animals in the cattery and providing appropriate enrichment to help reduce stress levels. To raise any behavioural concerns with the Operations Manager
- Ensure that cattery volunteers are appropriately supervised and supported to carry out tasks to care for cats in the centre
- Prepare and provide appropriate food and water for all animals in the cattery, taking into account any dietary and medical requirements
- Attend to the needs of the individual animals including providing exercise/socialisation and grooming for all animals within the care of the centre
- Communicate with supporters/adopters, and volunteers
- Complete daily animal paperwork and update the computerised listings documents for all animals held on site
- Assist the Operations Manager with ordering of food, litter and other cattery supplies
- Work collaboratively with the Volunteer Coordinator to identify volunteering opportunities within the Cattery
- Liaise with other members of Wadars staff as appropriate
- Undertake other duties as required by the Operations Manager, for example
 - Drive animals to the vet
 - Give pre and post adoption advice to members of the public
 - Assist with promotional work – for example articles in local media
 - Contribute to adoption articles for animals in the cattery and taking photos for use on the Wadars website, posters, and newsletters
 - Be prepared to work with other species from time to time, such as wildlife and dogs.

JOB DESCRIPTION – ANIMAL CARE ASSISTANTS

Wadars staff are expected to

- Be aware of the philosophy of Wadars and behave as a fit representative
- Maintain good public relations and help to maintain a high profile for Wadars raising the public awareness of the importance of volunteers and donations to the continuance of the work of Wadars
- Maintain regular and effective liaison with other members of the Animal Welfare Team and other staff and volunteers to ensure good working relationships
- Meet agreed objectives, undertake an annual performance review and undertake training as required
- Be flexible and willing to take on special projects or other reasonable duties as requested by the Operations 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
- To be aware of and comply with the requirements stated within the Charity Staff Handbook and other policies and operational procedures as issued from time to time

Additional information

- Working at weekends and all bank holidays will be a regular requirement of this role as animals must be cared for 365 days a year.
- From time to time the post holder may be required to drive a Wadars animal ambulance
- The post holder needs to be aware that the role is physically challenging and emotionally demanding.

Variations

This job description is a statement of the job content agreed in September 2018. It should not be seen as precluding future changes. This job description will be reviewed annually during the Appraisal process, to take into account the need for change in the services, role and activity.

Animal Care Assistant – Cattery PERSON SPECIFICATION

Education and Training

- Good standard of general secondary education
- Experience of working with domestic animals
- An NVQ in animal welfare is desirable
- Basic IT skills (Word, Excel, internet and email)

Qualities

- Enthusiastic self-starter with the ability to work on own initiative and as part of a team
- Flexible, self-confident, reliable and able to work alone
- Resilience to stress and emotionally strong

JOB DESCRIPTION – ANIMAL CARE ASSISTANTS

- Ability to deal with all issues with tact and diplomacy
- Calm when under pressure even when faced with confrontational situations
- Honest and trustworthy

Experience and Skills

- Excellent animal handling skills
- Experience of domestic animal care and husbandry from working in the animal care/welfare industry is desirable
- Ability to assess and respond to challenging situations
- Good organisation skills
- Excellent communication and customer care skills
- Team player
- Management of volunteers is desirable

Other requirements

- Empathy for the work of Wadars and its values
- High degree of emotional stamina and the ability to cope with animal euthanasia, cruelty and neglect
- Willingness to undertake training as and when required
- Prepared to work flexibly including evenings and weekends, cover sickness and holiday periods
- Car driver with full clean driving licence is desirable but not essential

September 2018.

JOB DESCRIPTION – WEEKEND RECEPTIONISTS

JOB TITLE: Weekend Receptionist – Animal Rescue Centre up to 10 hours a week with some evening and weekday working (hours may change with business requirements)

CONTRACT: Permanent

REPORTS TO: Operations Manager

TEAM: Administration

LOCATION: Wadars Animal Rescue Centre in Hangleton Lane, Ferring, Worthing

PURPOSE OF THE JOB

Proactively support the animal welfare team by ensuring the efficient running of the Wadars Animal Rescue Centre reception at weekends.

To be the first point of contact for all telephone and face to face enquiries, at all times providing a professional, non-judgmental and compassionate approach. This will include receiving animal(s) for rehoming, adoption of animals, receiving donations (in cash and goods) receiving injured birds and wildlife.

Assist in the collection of data required by Wadars and work effectively with others involved in animal care (staff and volunteers) at the Centre.

MAIN DUTIES

This is not an exhaustive list but outlines the main duties for the post-holder, who may also be supported in their role by volunteers.

- Be the public face of Wadars and act as first point of contact for members of the public who either telephone, email, or visit the Wadars rehoming and wildlife centre
- Carry out pre-adoption interviews with members of the public who are interested in adopting an animal from Wadars
- Complete 'transfer-in' paperwork when animals are signed over to Wadars for rehoming, and request a donation towards its food, shelter and veterinary costs from their owners
- Complete animal adoption paperwork with new owners and take payment of the adoption fee
- Carry out general administrative duties, including typing, filing, managing the Animal Rescue Officers' diary, greeting visitors and deal with all enquiries professionally and compassionately
- Manage and motivate volunteers who will support you in your office duties
- Maintain and update the Wadars website and social media as directed by the Operations Manager
- Liaise with other staff and volunteers (on and off-site) to help ensure the effective day-to-day running of the Centre
- Ensure all systems and paperwork are up to date to enable a seamless handover with other receptionists/administrator.
- Be prepared to undertake occasional evening and weekday working to support the administrative team during events and at times of sickness and holidays.
- Be prepared to support the animal welfare team during peak times.
- Be aware of the philosophy of Wadars and behave as a fit representative.
- Undertake any other reasonable tasks that may be considered necessary by the Operations Manager in order to promote and maintain an efficient and effective service

JOB DESCRIPTION – WEEKEND RECEPTIONISTS

Wadars staff are expected to

- Be aware of the philosophy of Wadars and behave as a fit representative
- Maintain good public relations and help to maintain a high profile for Wadars raising the public awareness of the importance of volunteers and donations to the continuance of the work of Wadars
- Maintain regular and effective liaison with other members of the Animal Welfare Team and other staff and volunteers to ensure good working relationships
- Meet agreed objectives, undertake an annual performance review and undertake training as required
- Be flexible and willing to take on special projects or other reasonable duties as requested by the Operations 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
- To be aware of and comply with the requirements stated within the Charity Staff Handbook and other policies and operational procedures as issued from time to time

Additional information

- From time to time the post holder may be required to drive a Wadars animal ambulance
- The post holder needs to be aware that the role is physically and emotionally demanding.

Variations

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WEEKEND RECEPTIONIST PERSON SPECIFICATION

Education and Training

- Good standard of general secondary education
- Excellent IT skills (Word, Excel, internet, social media and email); database/CRM is desirable

Qualities

- Enthusiastic self-starter and ability to work on own initiative and as part of a team
- Ability to stay calm under pressure and deal with all issues with tact and diplomacy
- Good at juggling tasks and prioritising
- Desire to show initiative
- Honest and trustworthy

Experience and Skills

- Methodical and thorough approach to work

JOB DESCRIPTION – WEEKEND RECEPTIONISTS

- Well organised with good attention to detail
- Excellent communication (written and verbal) and customer care skills
- Management of volunteers is desirable
- Some basic experience of animal handling (domestic and small wildlife) would be an advantage

Other requirements

- Empathy for the work of Wadars and its values
- High degree of emotional resilience and the ability to remain professional in emotionally demanding situations.
- Willingness to undertake training as and when required
- Prepared to work flexibly to cover sickness absence/annual leave for other weekend reception staff

September 2018

