



## Operations - Rehoming

<b>Job Title:</b>	Assistant Manager Behaviour
<b>Reporting to:</b>	Rehoming Centre Manager
<b>Responsible for:</b>	Training and Behaviour Advisors, Assistant Training and Behaviour Advisors, Rehabilitation Trainers
<b>Dogs Trust Grade:</b>	D
<b>Location:</b>	Rehoming Centre

### Job Purpose

Responsible for the management and development of training and behaviour activity for dogs in Dogs Trust care, focussing on initial assessment and determining the behaviour modification programmes for each dog. This will include managing a small team of behaviour and/or training specialists and providing behavioural/training guidance to staff and volunteers in the wider rehoming centre team.

The centre management team are responsible for communicating Standard Operating Procedures (SOPs) and for managing their day-to-day implementation, identifying any associated training and development needs, and ensuring these are met. All members of the centre management team are required to be a qualified first aider, for which training will be provided. The centre management team operate on a Duty Manager rota and will be expected to cover for each other during periods of absence.

### Overview of the Department/Team

Dogs Trust is the UK's largest dog welfare charity with a network of 21 rehoming centres in the UK and fostering schemes. Dogs Trust believes every dog deserves to live life to the full.

Rehoming Operations is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation, and rehoming of dogs. Rehoming Operations is split into three functions: rehoming centres and fostering schemes, a field-based team, and a team in the London office. The rehoming centres also provide space for a variety of other Dogs Trust teams.

Rehoming centres and fostering schemes aim to successfully rehome as many dogs as possible. Each strives to achieve excellence in our logistical and rehoming processes as well as our, already high, canine welfare and customer experience standards, in a fast-paced and ever-changing working environment.

### Key areas of accountability

Manage and develop a team; responsibilities will include recruitment, performance management (probation, supervision and annual appraisals and identify areas for improvement, identifying learning needs). Working with the Rehoming Centre Manager and HR to manage any issues arising with the team, including absence, conduct and capability.

Responsible for the day-to-day operation, management and continuous improvement of training and behaviour activities for dogs under the rehoming centre's care. This will include:

- Managing and mentoring the centre training and behaviour team members, ensuring that their activity ensures the optimal welfare of centre dogs.
- Identifying and discussing staff/volunteer training needs in training and behaviour with the centre management and regional/London professional development in canine behaviour team.
- Providing training and mentoring for other rehoming centre staff and volunteers, in particular training on:
  - Defensive handling, for all centre staff and for any kennel volunteers.
  - Basic training techniques, for all kennel staff/volunteers.
  - Implementation of behaviour modification programmes for kennel staff and identified volunteers.

Working closely with the centre's operations team, manage assessment and ongoing behaviour management work:

- Oversee the assessment of dogs waiting to be surrendered to Dogs Trust care.
- Ensure that all dogs entering care are assessed at the earliest opportunity.
- Ensure that behaviour modification and rehabilitation programmes are conducted for dogs in the centre's care.
- Ensure that dogs that may be showing behavioural changes for medical reasons are discussed with the centre's veterinary team.
- With the Assistant Manager Operations, ensure that full records of the behavioural assessment, welfare and progress in rehabilitation of dogs in the centre are maintained and can be shared with other staff on request.

Specifically, the Assistant Manager Behaviour will

- Evaluate the behaviour of dogs in the centre, identify signs of behaviour problems or welfare issues, design specific programmes to reduce or ameliorate these behaviours and oversee the implementation and progress of these programmes.
- Identify dogs that may require additional pharmaceutical interventions and discuss with the centre veterinary team and the regional/London behaviour team.
- Ensure good communication among the centre management team on activities within the centre's behaviour team, including updated protocols or treatments for individual dogs as necessary.
- Provide insight as required on long-term dogs, dogs of concern, and the more challenging behavioural issues to the wider management and behaviour teams.
- Discuss and agree any proposed changes to centre operating procedures or routines which may affect other working areas with the centre management prior to implementation.
- Support the implementation of training and behaviour policy and protocols within the centre in conjunction with the regional/London behaviour team.
- Assist the regional/London behaviour team with the development of new protocols in training and behaviour.

Providing support to adopters of dogs from the centre

- Oversee the organisation and delivery by the behaviour team of pre-adoption talks, one-to-ones, and training to adopters, including designing further training programmes for them to use if necessary.
- Oversee the delivery of advice by the behaviour team to adopters on how to manage behavioural problems that they may have encountered. Discuss these cases as necessary with the regional/London behaviour team.
- Support and promote Dogs School activities where these occur in the local area. Work closely with Dogs School to ensure adopters of dogs homed from the centre attend classes where appropriate.
- Ensure that any behaviour related queries from adopters are dealt with in a timely manner, including monitoring task lists on customer management software.

General management responsibilities including:

<ul style="list-style-type: none"> <li>• Be the ‘Duty Manager’ role as required on a rota basis, when the postholder will be the manager ‘in charge’.</li> <li>• In the absence of the Assistant Manager Administration, complete the cashing up process, keeping accurate accounts, banking funds and for processing donations appropriately.</li> <li>• Developing full understanding of the roles of the management team in order to cover for them during periods of absence.</li> <li>• Providing information and reports to Dogs Trust London as required.</li> <li>• Present a professional and friendly approach to customers and visitors to the centre both face-to-face and on the telephone and ensure that any queries and/or complaints are dealt with in a timely and efficient manner.</li> <li>• Identify potential PR/comms stories that support the work of Dogs Trust and alert the Media Coordinator/London Comms team.</li> <li>• Be a media spokesperson for Dogs Trust as required, working with the Communications Team to ensure consistency with national Dogs Trust policies.</li> <li>• Become and maintain first aider status for the site.</li> <li>• In the absence of the Assistant Manager Operations, assist kennel staff where required.</li> <li>• In the absence of the Assistant Manager Administration, authorise any work to start, oversee and sign off the work of contractors on site ensuring that the work has been completed according to schedule and to standard, the workspace has been cordoned off if necessary and been left clean and tidy.</li> </ul>
Be responsible for self-development and keep up to date with the latest thinking on canine behaviour and training, attending internal training courses and meetings.
Any other reasonable duties.

<b>Person Specification:</b>
<i>Essential skills, qualifications, experience, and attributes</i>
Higher education level qualification in animal behaviour, animal science, animal welfare or related subject.
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.
Experience of mentoring or managing and developing a small team.
Experience of safely handling dogs of a range of different breeds and behavioural characteristics, including those who maybe fearful or aggressive.
Experience of supporting teams through change.
Hard working, enthusiastic and a team player.
Excellent communication and interpersonal skills (verbal and written), including: <ul style="list-style-type: none"> <li>- The ability to write, interpret and analyse comprehensive behavioural reports and record basic (descriptive) statistics where required.</li> <li>- Able to verbalise the management of dogs within centres confidently with a range of stakeholders.</li> </ul>
Excellent organisational and time management skills.
Reliable and flexible.
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate.
Passionate about enhancing the welfare of dogs in rehoming centres through the use of appropriate management, behaviour modification and rehabilitation programmes.
Demonstrable knowledge of dog behaviour and welfare, including the development of undesired behaviours and the principles behind different methods of behavioural rehabilitation, including practical experience in devising, and carrying out behaviour modification and rehabilitation programmes.
Knowledge of the latest thinking on canine behaviour and training and be able to read and critically evaluate information from a range of sources.
Proficient in reading canine body language, facial expressions and vocalisations in order to determine the temperament and emotional state of different breeds of dogs.

Customer care skills with the ability to handle difficult and sensitive situations, looking to work in the best interests of both the customer and the organisation.
Administrative skills, including use of MS Office and computerised systems.
Hold, or be willing to obtain, and maintain a 'First Aid at Work' qualification (training will be provided as necessary).
Commitments to the aims and objectives of Dogs Trust.
Ability to travel, including staying away from home on occasion, for training, meetings, and conferences.
Full, clean manual UK driving licence and confident driving a variety of vehicles.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role.
Emotional resilience to manage the potentially emotional demands of the role.
<b><i>Desirable skills, qualifications, experience, and attributes</i></b>
Experience of working in a kennel environment.
A degree or postgraduate level qualification in animal behaviour.
Professional accreditation as a certified clinical animal behaviourist or equivalent standard.

<b>Additional information:</b>
This role does not require you to live on site, but your shift pattern will involve some night duties on site. When not on site, you may also be required to act as the on-call duty manager, carrying the out of hours mobile, to provide assistance in case of an emergency.
The working pattern may include some late shifts (11am – 8pm). Weekend working will be agreed with the line manager and is likely to be at least two weekends per month. Your rota can also require you to work on a Bank Holiday.
All employees are responsible for managing their own time and resources.
Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness.
The Assistant Manager Behaviour is responsible for ensuring that behaviour resources are maintained to a high standard and managed in accordance to Dog Trust Standard Operating Procedures.
All employees are required to be mindful of expenditure and adhere to the expenses policy. All staff have an obligation to ensure that charity funds are used and spent to benefit dog welfare. When Duty Manager, responsible for the processing of payments/donations and end of day banking. Dogs Trust policy and Standard Operating Procedures relating to financial processes are to be adhered to at all times.
Line management of a small team, and supervision of volunteers involved with dog-related activities. All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre.
All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions. As a line manager, responsible for the health and safety of line reports (staff) and volunteers working under their supervision. As Duty Manager, responsible for the health and safety of all staff and volunteers working on the premises, members of the public and any external contractors working on their own health and safety rules
All employees are responsible for ensuring they understand and apply the rules and policy for data management. The Assistant Manager will have responsibility for ensuring the accurate processing and storage of data within their remit.
<b>Last Revised: March 2024</b>

Please see the organisational chart provided separately to see how this role fits in with the rehoming centre structure.

