



## Operations - Rehoming

<b>Job Title:</b>	Adoption Advisor
<b>Reporting to:</b>	Assistant Manager Administration
<b>Dogs Trust Grade:</b>	F
<b>Location:</b>	Rehoming Centre

### Job Purpose

To work with potential adopters, explaining the adoption process, assessing their requirements for rehoming, and matching them to dogs appropriate to their circumstances. To assist other members of the public visiting or calling the rehoming centre with their queries, this may include providing support to people wishing to handover their dogs for rehoming.

Work within Dogs Trust's Standard Operating Procedures and health & safety guidelines and deliver excellent customer service to ensure forever homes are found for the dogs in our care.

### 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

Deliver the highest level of customer service, discussing rehoming applications, answering queries, and matching and rehoming dogs effectively including translating dog's character assessments to customers and introduce dogs to potential adopters confidently and safely. This may include occasional visits to potential adopters' homes to ensure it is appropriate for a particular dog.

Maintain an up-to-date knowledge of dogs available for rehoming both in the rehoming centre and on the Home from Home scheme.

Process rehoming and waiting list enquiries received via our customer relationship management software.

Prepare and complete paperwork relating to rehoming, including legal documents for transferring ownership and initiation of pet insurance.
Processing of payments for adoptions and goods.
Assist the Media Coordinator to promote dogs available for rehoming and updating website profiles including photos.
With guidance from the centre's management, behaviour and veterinary teams, act as a rehoming champion for long-term dogs in our care and those that are on behaviour modification programmes, whose rehoming prospects may be limited.
Where requested, assist the behaviour team within the rehoming centre with the intake assessment of dogs admitted to the rehoming centre.
Kennel duties – all rehoming centre staff may be required to work in the kennels on occasions, performing Canine Carer duties. What percentage of time this is will depend on the needs of the rehoming centre but isn't expected to be more than 10% of the duties performed over an average year.
Any other reasonable duties.

<b>Person Specification</b>
<i>Essential skills, qualifications, experience, and attributes</i>
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.
Experience of working in a rehoming centre environment.
Hard working, enthusiastic and a team player.
Excellent communication and interpersonal skills (verbal and written), with accuracy and attention to detail.
Good organisational and time management skills.
Reliable and flexible.
Able to work in fast paced, pressured environment.
Able to work on own initiative, problem solve and have good judgement to escalate issues or seek guidance as appropriate.
A knowledge of dogs and their welfare requirements, with an understanding of the complexities of rehoming dogs and comfortable handling a variety of dogs.
An excellent understanding of the importance of great customer service, with experience of providing excellent customer care.
Administrative skills, including use of MS Office and computerised systems.
Professional, non-judgemental approach both in person and on the telephone.
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.
<i>Desirable skills, qualifications, experience, and attributes</i>
A qualification in customer care.
A qualification in animal care, training and/or behaviour.

<b>Additional information</b>
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. Depending on the rehoming centre, the role may also include occasional night duties (5pm-8am) which will require staying on-site in staff accommodation.
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.

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. The Adoption Advisor will be responsible for the processing of payments relating to adoptions and goods associated with dog ownership. Dogs Trust policy and Standard Operating Procedures relating to financial processes are to be adhered to at all times.

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.

All employees are responsible for ensuring they understand and apply the rules and policy for data management. The Adoption Advisor will have responsibility for the accurate processing and storage of data within their remit.

**Last Revised: March 2024**

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

