**Job description Cheshire Dogs Home**

Job title: Assistant Home Manager

Department:  Cheshire Dogs Home/Manchester Dogs Home

Accountable to: Home Managers

**General description of the post**

Under the direction of the Home Manager or in his/her absence The Secretary of the board of Trustees. Responsible for the day-to-day operation of the home

* Day-to-day management of the Dogs Home & Staff scheduling their rotas and breaks and ensuring that they carry out their duties correctly and in accordance with Health and Safety guidelines and the dogs home policies.  This includes a physical presence around the home in areas at key times throughout the working day, leading and directing/supervising the team as required.
* Assist the Home manager in ensuring that all Health and Safety procedures, regulations, paperwork such as COSHH, Risk assessment, Fire Safety are implemented and reviewed & recorded periodically along with reporting any hazards or accidents that occur under RIDDOR.
* Oversee that the following Health & Safety activities are carried out and recorded such as Legionella, fire safety checks such as call points, emergency lighting, emergency door checks and fire drills.
* Become and maintain first aider status for the Home.
* Assist the Home Manager in making sure the vet unit meets the standards set out by the RCVS
* Overseeing and making sure all records of the animal’s health are recorded and that they receive the correct medical assistant as and when required. Liaise with the Home Manager on any out sourcing of treatment beforehand.
* Microchipping:  to undertake further training in order to be able to take on this role and pass an approved microchip training course
* Making sure all clinical waste is correctly bagged/removed/stored and records kept
* Responsibility for identifying and delivering any necessary staff training for compliance or professional development.  Be a coach and a mentor to others.
* Ensuring and implementing high standards of dog welfare throughout the kennels, being fully knowledgeable on all dogs housed at the Home, understanding their history, rehoming and welfare needs along with their current rehoming status.
* Keeping up to date on dog training and behaviour so that you can assess dogs within home for Behaviour & Training issues  and make up a plan for their assessment for the kennel staff to follow
* Book veterinary and grooming appointments and arrange home visits for potential adopters.
* Keeping and maintaining records of dog movements, assessments, and veterinary needs, adoptions and any other such records required. Making sure all info is updated on the dogs paperwork and our IT systems
* Assist in the intake of dogs into the Home to ensure kennel occupancy is always maximised to provide the greatest good for the largest number of dogs.
* Proactively drive the rehoming of the dogs that reside at the Home, identify innovative ways to advertise and promote the dogs liaising with the Admin & Communication Assistant about the website/social media and make full use of media channels available.
* Agree and manage excellent customer service standards and manage the delivery via all staff
* Present a professional friendly approach to visitors of the Home in a polite, friendly and welcoming manner; proactively finding out their needs and directing them accordingly.
* Ensure that any queries and/or complaints are dealt with in a timely and efficient manner.
* Be fully knowledgeable in our adoption procedures to communicate to our potential adopters, and ensure they are implemented effectively and in a timely manner.
* Assist those owners relinquishing their dog and ensure that they are handled in a sympathetic and compassionate manner by all staff
* Ensuring adequate levels of stock in all areas, including veterinary, cleaning supplies, dog food, stationery, shop stock, first aid items, etc.
* Alerting the Home Manager of any defects or maintenance requirements at the home and requiring quotes as requested by the Home Manager
* Responsible for accurate daily cashing up, for security of cash, for keeping accurate accounts and for weekly banking funds and for ensuring that receipts are issued for monies received, that donations are correctly accounted for and properly acknowledged.
* Adhere to data protection by disposing of any paperwork which holds private information securely in the recycle bin for shredding if no longer required
* Manage and co-ordinate the work of the Maintenance Operative ensuring high standards are maintained and problems are resolved effectively and in a timely manner.
* Identify areas for improvement and take appropriate and timely steps to improve performance.  Manage any under-performing staff, seeking guidance from the Home Manager as needed.
* Assist & carry out annual appraisals in line with the Home procedures as required by the Home Manager.  To identify areas for improvement and staff development.  Along with assisting the Home manager with recruitment and managing any issues that may arise.
* To supervise volunteers and volunteer groups
* Responsible for keeping accurate records of staff attendance, holidays and absence records and reporting any issues to the Home Manager
* Provide information and reports to the Home Manager as required.
* Actively promote the work of the Dogs Home along with assisting with the organisation of fundraising events and attending events as required by the Home Manager
* Be fully conversant of the role and responsibilities of the other members of the team in order to cover for them during periods of absence
* Will be a key holder and have responsibility to assist with opening up and closing down ensuring the site is secure at the end of the day.
* The job will include an occasional late shift as needed in emergency due to the nature of the job.
* Become thoroughly familiar with the operation Procedures and policies of the home and ensure staff comply with them.
* Ensure accurate and up to date records are kept for compiling and managing all dog records and rehoming paperwork.  Including filing records accurately and correct data inputting onto our database.
* To meet and attend to all contractors visiting or working on the site directed by the managers. Ensuring that all relevant paperwork is in place and signed by the contractor before commencement of work.
* Dealing with queries by telephone, email and letter.
* Assisting the Home Manager with all admin duties when required.
* Establish and develop relations with other Charities, agencies, volunteers and staff.
* Support the Home Manager with day-to-day fundraising and profile raising activities for the home
* To liaise with Home Manager and Admin & Communications Assistant to help with appeals for donations when we are in need of items
* To assist with end of year tasks such as Drug Audit, Inventory and stock take for our shop
* To Multi task and help out in our reception/kennel areas when needed
* To attend meetings and training courses as requested
* To undertake any other reasonable duties of the job as may fall within the remit of the job as requested by senior management
* To hold and maintain a full driving license