

Job Specification

Job title: Rehoming Coordinator
Reports To: Animal Team Leader
Location: Oak Tree Farm, Wetheral
Job Type: Full Time – 40 hours over a 7 day period
Salary Band: £25,500 - £27,500

Role Purpose

Working closely with potential adopters, you will explain the adoption process, schedule appointments, and facilitate introductions between adopters and animals. You will assess adopters' needs and match them with suitable animals, ensuring a positive rehoming experience. Additionally, you will provide assistance to members of the public, answering queries and supporting individuals looking to relinquish their animals.

Work within Oak Tree Animals Charity policies and procedures and health & safety guidelines.

Main Responsibilities

- Deliver exceptional customer service by discussing rehoming applications, answering queries, and effectively matching animals with adopters. Confidently and safely introduce animals to potential adopters, including conducting home visits where necessary.
- Maintain an up-to-date knowledge of animals available for rehoming, both on-site and through Home to Home/Foster schemes.
- Process rehoming and waiting list enquiries using the customer relationship management system.
- Prepare and complete all necessary paperwork related to rehoming, including legal ownership transfer documents and pet insurance initiation.
- Work with the Communications team to promote animals available for rehoming and update website profiles with photos and descriptions.
- Conduct intake assessments for animals entering the charity's care.
- Carry out rehoming assessments for animals within the charity.
- Assist with animal care and management tasks, including cleaning living areas, exercising, training, administering medications, and other interventions following veterinary guidance and best industry practices.
- To assess and collect stray dogs from council kennels up to a maximum of 3 hours drive.

Job Specification

- Encourage, support, and participate proactively in fundraising, promotions, and community engagement activities, particularly raising awareness of the importance of donations and regular giving.
- Perform any other reasonable duties as required.

Person Specification for Rehoming Coordinator

This role requires a high level of administrative and customer facing experience and the ability to deal with difficult / sensitive situations when animals are taken into our care.

Values and Behaviours

E	Demonstrate pride in the work we do
E	Respect for staff and recognition of the need to work as a team
E	Show empathy and understanding for all animals in our care

Education, Training, Qualifications, Experience

E	Level 3 qualification in animal care, training, or behaviour
	Experience of working in a rehoming / rescue centre environment
E	A qualification or experience in customer care
E	Full, clean manual UK driving licence
E	Administrative proficiency, including the use of MS 365 and computerised systems

Leadership and Management

E	Able to work independently, problem-solve, and exercise good judgment when escalating issues or seeking guidance
E	Excellent communication and interpersonal skills (verbal and written), with accuracy and attention to detail
E	Strong organisational and time management skills
E	Strong understanding of the importance of excellent customer service, with experience providing outstanding customer care.

Animal Welfare Knowledge/Understanding

E	Knowledge of animal welfare requirements
E	Understanding of the complexities of rehoming
E	Comfortable in handling a variety of animals

Improving & Developing Good Practice

E	Complete all paperwork in line with policies and processes defined
D	Contribute as appropriate to the improvement plan or ways of working

Person Specification for Rehoming Coordinator

Personal Qualities and Attributes

E	Professional, non-judgemental approach both in person and on the telephone.
E	A positive and proactive attitude and willingness to work with members of the public, staff, and volunteers.
E	Hard-working, enthusiastic, and a team player
E	Reliable and flexible
E	Ability to work in a fast-paced, pressured environment.