

Job Specification

Job title: Animal Care Assistant
Reports To: Animal Team Leader
Location: Oak Tree Farm, Wetheral
Job Type: Full Time – 40 hours over a 7 day period
Salary: £26,000

Role Purpose

Provide the highest level of care for all animals in the centre and foster homes, ensuring each animal's welfare needs are met daily and they are prepared for a smooth transition from the charity to a new home. Establish strong customer relations and communication with visitors, volunteers, and adopters.

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

Main Responsibilities

- Conduct daily checks on animals, reporting any abnormalities to the line manager.
- Transport animals safely to and from vet practices and foster homes.
- Ensure exercise areas remain clean and secure at all times.
- Assist with educational visits and talks when needed.
- Support the Rehoming Coordinator in discussing rehoming applications, answering queries, and matching animals with adopters. This may include home visits to ensure a suitable environment for the animal.
- Maintain up-to-date knowledge of animals available for rehoming and ensure accurate record-keeping.
- Prepare and complete paperwork related to rehoming, including ownership transfer and pet insurance documents.
- Assist the Communications team in promoting animals available for rehoming, including updating website profiles and taking photographs.
- Conduct intake and rehoming assessments for animals entering and leaving the charity's care.
- Carry out animal care duties, including cleaning living areas, kitchens, and vet rooms, exercising, training, diet management, and administering medications strictly in accordance with veterinary guidance and best practices.
- Collaborate with the Training and Behaviour team to implement behavioural training plans and provide progress updates.

Job Specification

- Adhere to barrier nursing protocols when handling animals with infectious diseases or those in isolation.
- Actively support fundraising, promotions, and community engagement activities.
- To assess and collect stray dogs from council kennels up to a maximum of 3 hours drive.
- Perform any other reasonable duties as required.

Person Specification for Animal Rehomer

This role requires a strong understanding of animal's welfare needs and excellent communication and customer relation skills.

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 2 qualification in animal care, training, or behaviour
E	experience working in a rehoming/rescue centre environment
E	Experience in caring for a variety of animals is beneficial
E	Strong organisational and time management skills
E	Excellent customer service skills, with experience providing outstanding care
E	Administrative proficiency, including use of MS 365 and computerised systems
E	Full, clean manual UK driving licence

Leadership and Management

E	Able to work independently, problem-solve, and make informed decisions when escalating issues or seeking guidance
E	Excellent communication skills (verbal and written) with accuracy and attention to detail
E	Ability to manage workload effectively

Animal Welfare Knowledge/Understanding

E	Knowledge of animal welfare requirements
E	Understanding of the complexities of rehoming
E	Comfortable 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 Animal Rehomer

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 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