



Job title:	Community Outreach Officer
Department:	Community Outreach
Hours of Work	40hrs per week including weekends highly flexible
Salary:	per annum

Oak Tree Animals' Charity (OTAC) believes that every animal matters. We rehabilitate, nurture and support. As Cumbria's largest independent animal welfare charity, we help cats, dogs and horses, pro-actively working with animals and their owners in the community to prevent unnecessary suffering and improve welfare. We are innovative in our approach, trying to solve issues before there is a welfare need, offering support, advice and assistance. With a firm foundation since 1909 progressing animal welfare at a national level, we offer a voice to local animals and their owners within our region.

Our Charity provides homing services, practical animal welfare solutions through our community team, support for those in need and education and advice to all. We are proud to be non-judgemental and compassionate in our approach, offering a welcoming community with opportunities for volunteering, animal welfare advocacy and wildlife conservation.

Job Purpose

To assist with the development and delivery of the Charity's pro-active Community service offering support, advice, education and practical animal welfare solutions at the heart of the community.

Main Duties

- You will deliver a community outreach programme to include as a minimum advice to members of the public, educational talks and school visits, trap-neuter-return of cats in feral colonies and an approach to dealing with unusual or one-off animal welfare situations such as hoarding.
- You will record and report activity under a series of measurable targets and performance indicators.
- You will work with other members of the Community Team and the wider Charity, co-ordinating and communicating effectively to maximize efficiency and return on investment.
- You will support promotion of the community outreach services through a range of media and working closely with the Community Team and Fundraising and Communications Manager to an agreed PR plan.
- You will be highly flexible to ensure tasks are completed fully and the needs of the department are met, including being able to work at short notice if the needs of the animals determine it.

- With the Community Team you will undertake all transport requirements, administration, cleaning and animal care associated with the community outreach programme and the animals that benefit from it.
- You will provide a demonstrably high standard of cleaning and care, across designated areas of the Centre allocated for animals in your care.
- You will work supportively and proactively with colleagues in other departments to maximize the efficiency of the Charity as a whole and to minimise expenditure wherever possible with the best interests of animals and customers in mind at all times.
- You will undertake or arrange the delivery and collection of animals as required to and from a variety of locations including veterinary premises, co-ordinating with colleagues to ensure maximum efficiency, using the company vehicle provided.
- You will adhere with all instructions, policies and best practice in respect of health, safety and hygiene in the working and animal environments, and in accordance with the Health and Safety at Work Act (1974) and other associated regulations currently in force.
- You will provide an exceptional level of customer service to all members of the public that engage with the Charity in whatever context, being polite, positive, friendly and informative at all times.
- You will ensure and maintain accurate paper and electronic records are kept including admission, adoption, veterinary, partnership and financial.
- You will ensure compliance with all policies, procedures, statutory obligations and best practice.
- You will contribute proactively to the development and improvement of policies, practices, methods and standards at the Centre.
- You will encourage, support and participate proactively in fundraising, promotion and community outreach activities, in particular raising awareness of the importance of donations and regular giving to visitors.
- You will undertake such other duties as may be reasonably required by your line manager or senior management team.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSE's at Grade A-C including English and Maths • Level 3 Animal Management, welfare or behavioural qualification or equivalent. 	
Knowledge and Experience	<ul style="list-style-type: none"> • Two or more years' experience in a similar role. • Demonstrable commitment to ongoing professional development and sector awareness. • Experience of working in a measured and target based environment. • Experience of developing relationships with individuals at all levels. • Experience of sound record keeping and administration. • Empathy for and knowledge of the issues regarding domestic animals in an animal welfare charity. • Experience of public speaking and presentations. 	<ul style="list-style-type: none"> • Knowledge of Cumbria and the local communities. • Development of educational literature and programmes. • Experience in working in supported housing and/or working with vulnerable people or in any community care environment.
Abilities and skills	<ul style="list-style-type: none"> • Proven communication skills, written and oral. • Creative and compelling presentation skills. • Strong IT skills including databases, and MS Office applications. • Ability to undertake a physically demanding role. • Strong literacy and numeracy skills. • Ability to work within a diverse team, and build excellent working relationships. • Ability to manage personal deadlines and prioritise a demanding workload. • Ability to manage relationships with tact and diplomacy. • Excellent attention to detail. • The ability to travel throughout the Northwest and occasionally beyond. 	<ul style="list-style-type: none"> • Visitor experience skills

Personal Characteristics	<ul style="list-style-type: none"> • Personable, sociable and people oriented. • Proactive and self-motivated with the ability to think creatively. • Ability to operate with sensitivity, tact, diplomacy and humour. • A positive outlook and a “can do” attitude. • Dedication, commitment and tenacity. • Empathy and understanding of the love for animals. 	
Other	<ul style="list-style-type: none"> • To have a flexible approach to working hours. • Ability to work on own initiative and independently in lone working situations. • Possession of a current, clean UK driving licence. • An excellent health and attendance record. 	
<p>You should be aware of the confidential nature of the some of the work carried out at OTAC, details of which must not be divulged to any unauthorised person.</p> <p>This post will be subject to a six month probationary period.</p>		