



Job Description

Name	Vacant
Job Title	Working Kennel & Cattery Manager
Reporting to	Proprietor
Employment Type	Full Time – days rota
Start Date	TBC
Salary	£20K - £23K negotiable, dependant on experience and qualifications
Reporting Staff	All full /part time and occasional kennel and cattery staff

Main Responsibility of Role:

To fully manage the boarding section of the Oak Ride Farm Business with targets to maintain **the highest standards of pet care/welfare**, customer service and business growth, in line with the governing regulations, and the business goals / requirements of the proprietor.

Out of business hours emergency cover and responsibility in line with agreed patterns/shifts with proprietor

To ensure that staff are managed, trained, appraised, motivated and work in accordance with the health and safety regulations.

Experience/Qualifications Required:

Minimum one year of proven experience in a management role ideally in a pet care environment.

Animal management and first aid plus any other pet related qualifications advantageous.

Able to prove business acumen sufficient to run a successful effective service organisation – i.e. customer skills, escalation management, problem resolution, business reporting, and procedure documentation and staff management.

Duties will include but are not limited to:

Overall responsibility for the safe keeping of all the animals in the care of the kennels and cattery:

- feeding
- cleanliness
- confinement
- exercise
- medications administration and record keeping
- client requests
- health issues and veterinary support
- all in accordance with business policies and procedures

Promote the highest standards of customer service:

- prompt and professional response to all client interaction / communications
- compliance with clients special requests
- promotion of positive business image
- client confidentiality
- accurate and complete client data recording

First line management of all kennel and cattery staff:

- recruitment, induction's and training
- allocation of shifts and duties
- staff cover in line with the occupancy and customer activity
- motivation and effective team work
- regular appraisals and reviews
- grievance management and escalation
- health and safety compliance and risk assessments
- accident reporting

Upkeep, accuracy and integrity of business database systems:

- customer and pet database complete and up to date
- timely update of all bookings, services and payments
- medical and feeding data kept up to date
- vaccination records accurate and up to date
- business instagram account is regularly and appropriately updated
- submission of a weekly blog of at least 250 words for the business website

To work directly with the proprietor and provide boarding activity and reporting as required, and to additionally introduce new processes and procedures in line with growth of the business.

To ensure that The Animal Welfare (Licensing Involving Animals) (England) Regulations 2018 are fully implemented.

Health and Safety in line with the business H&S Policy

Signed by Date