



Job Description

Name	Vacant
Job Title	Working Kennel & Cattery Deputy Manager
Reporting to	Kennel & Cattery Manager
Employment Type	Full Time – rota of days
Start Date	TBC
Salary	£16K - £18k negotiable dependent on experience and qualifications + Performance bonus
Reporting Staff	All full /part time kennel and cattery staff IN THE ABSENCE OF THE MANAGER

Main Responsibility of Role:

To assist The Manager with all aspects of 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.

To be acting Manager in the absence of the Kennel and Cattery Manager, covering all responsibilities. I.e. days when rota dictates, holidays and sickness.

To ensure that staff are managed, trained, motivated and work in accordance with the health and safety regulations on a daily basis when acting manager.
(Staff performance and appraisals are not part of this role)

Experience/Qualifications Required:

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

Animal management and first aid qualifications. Ideally any other cat/dog related skills/qualifications.

- Strong affinity with cats and dogs
- Excellent customer service
- Motivational leadership
- Team skills and positive outlook
- Strong organisational skills
- IT systems (Boarding system / Email / Instagram / Data 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

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 (in the absence of the manager only)

- induction's and training
- allocation of shifts and duties
- staff cover in line with the occupancy and customer activity
- motivation and effective team work
- 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 kennel and cattery manager to provide boarding activity and reporting as required, and to additionally introduce new processes and procedures in line with growth of the business.

To support the Kennel and cattery manager 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