

“Greyhound Trust strives for the day when all racing greyhounds retire to loving homes and are treated with compassion and kindness”



National Greyhound Homing Centre: Manager
Full Time: Surrey

Job Role:

A role for an experienced and talented animal homing professional, who will take full responsibility for the Flagship Greyhound Homing Centre. Ideally, with specialist behaviour knowledge, you will ensure the best possible care, transition and where appropriate rehabilitation of greyhounds in Greyhound Trust and into their new homes, utilising the Veterinary and Welfare Committee as a key source of additional expertise.

Key responsibilities:

- (1) Proactively managing the National Greyhound Centre to be a high performing flagship centre, where greyhounds are assessed, matched and homed efficiently and in line with Greyhound Trust policy and procedures.
- (2) Maximising all potential homing opportunities for the Greyhound Trust, as well as shaping and supporting change within the Greyhound Trust more widely, including developing an effective short term foster care scheme to support the homing via the centre, where greyhounds are cared for in accordance with trusts policy and procedures and welfare legislation.
- (3) Supporting and guiding staff at the Greyhound Trust in areas of their work where they need a level of Greyhound, homing and welfare knowledge.
- (4) Recruiting and leading the team (staff and volunteers) in all its goals. Setting team and individual objectives, targets and KPIs and maximising performance. Playing a key role in enabling the Greyhound Trust to reach its ambitious homing targets and ensuring strategies are in place to deliver homing growth in a planned and sustainable manner.
- (5) Taking full responsibility for all activity at the National Greyhound Centre; you will develop, implement and maintain appropriate standards across all key areas of greyhound operations, whilst ensuring consistent quality of the greyhound journey.
- (6) You must take great pride in showcasing the National Greyhound Centre, ensuring that the site, facilities and equipment is managed to ensure a high standard of maintenance and presentation and that statutory legislation (e.g. H & S) is rigorously adhered to, keeping staff, volunteers, public and of course our Greyhounds safe.
- (7) Full budgetary responsibility for the National Greyhound Centre; ensuring continuous operational improvement and to maximise all resources within the centre through detailed and thorough budget management of both income and expenditure, as such a clear understanding of budgets, expenditure, forecasting and management accounts are required.
- (8) To Lead and deliver fundraising and community engagement activity for the National Greyhound Centre, to maximise income and impact.

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Detailed (non exhaustive) example of responsibilities:

- Lead, develop and oversee a thorough volunteering programme which supports the core paid staffing team and brings excellent added value to the greyhounds in our care. Development of volunteer training and education programme including responsibility for health and safety, induction, etc.
- Identify, assess and pursue relevant initiatives to increase homing and quality of the Greyhound journey and the public facing homing journey.
- Set and demonstrate the highest standards of best practice relevant to homing and welfare across Greyhound Trust activities, ensuring that you keep abreast of any changes to best practice, relevant legislation and governance and comply with ADCH standards.
- Ensure full GDPR requirements are met and delivered at all times in conjunction with your colleagues
- Create and take responsibility for relevant standards, policies and procedures relating to Operations, Welfare and homing
- Develop a culture of creativity and positivity across the entire team, focusing on Greyhound homing and excellence in dedicated Greyhound care
- Offer training, advice and support to branches and volunteers where necessary on all welfare and operational matters, including developing appropriate resources for use at branch and national level
- Provide tangible and reportable governance for standards across all kennelling, care and homing activities
- To proactively manage greyhound intake from trainers, branches and other sources to ensure the centre can assist the maximum amount of greyhounds at all time.
- Providing post homing support to homers, including the giving of advice and/or coordination of specialist local support as required
- Providing support and guidance to branches with regards greyhound rehabilitation in terms of behavioural and welfare needs and escalating to Veterinary and Welfare Committee where necessary
- Proactively working to develop alternative income streams, such as through an onsite retail offering, ensuring that retail products and messaging are appropriate
- Management of Branches with Greyhound Trust staff employed as greyhound carers
- Secretariat lead and support for the Veterinary and Welfare Sub Committee of the Board

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We need you to be:

- An experienced Team Leader having led and developed teams across animal welfare in previous roles. You will be able to evidence your proven success of delivering high standards of welfare and animal related homing activity, and have experience of setting, managing and reaching challenging and relevant targets and KPIs. Whilst keen to deliver the very care and homing experiences, you will be able to assess risk, ensure risk mitigation and deal with a complex homing and welfare issues as they arise in a proactive manner.
- Curious, with an inquisitive nature and have the ability to turn your hand to everything that is required to successfully run the National Greyhound Centre. Ideally you will have a behaviour and animal care qualification.
- Professional, proactive, positive and enthusiastic, with a strong work ethic and “can do” attitude. A multi-tasker who values the organisational set up of a strong volunteer base and our volunteer branch network
- A strong communicator with the ability to get information across in a stimulating and engaging way to a variety of different audiences; staff, volunteers, public, key stakeholders and Trustees. Including the use of PR, Social Media etc. to promote homing, awareness, impact and income, whilst delivering a highly professional, consistent look and feel for the Greyhound Trust brand.
- The sort of person who always wants to deliver your very best, support your team to deliver their very best and ensure that you showcase the Greyhound Trust and this special Flagship centre off at its very best.