

 **Greyhound Homer – National Greyhound Centre**

 **Full Time – 40hrs, working every other weekend**

**Job Role:**

The Greyhound Trust is offering a fantastic opportunity for a talented individual to join us at our National Greyhound Homing Centre. After over 40 years of helping greyhounds in their transition from racing and matching them to homes where they will thrive in their retirement, the Greyhound Trust has opened its first, nationally owned and run homing centre. This is an exciting opportunity to be part of a newly developed team, ensuring the success of the National Greyhound Centre from its opening days.

**The person:**

You will be passionate about animal welfare and dedicated to delivering excellent customer care, focused on matching our greyhounds to their new forever home.

**Key Responsibilities:**

* To proactively be involved in all homing activities, with a focus on ensuring greyhounds are assessed, matched and homed promptly and in line with Greyhound Trust policy and procedures
* To ensure all greyhounds are cared for to an exceptionally high standard, always ensuring they are provided with clean accommodation, regularly health checked and socialised in accordance with Greyhound Trust guidelines.
* To ensure continuous operational improvement and maximise all resources within the centre

**Skills and experience we need from you:**

* Experience working in a customer service environment
* Experience (paid or voluntary) in an animal welfare and/or homing environment
* Excellent written and verbal communication skills
* A full valid, UK manual driving licence

**Desirable qualifications:**

* A recognised canine behaviour qualification
* A customer care/service or engagement qualification
* Experience of working in a challenging environment, successfully managing multiple tasks and resolving customer concerns
* Knowledge and understanding of basic veterinary procedures
* Excellent numerical, computer and administrative skills
* Experience of working with domestic animals with behaviour problems
* Understanding of canine behaviour theory and current practice
* A willingness to learn and develop within the role

Standard hours for all full-time posts are 40 hours per week on a locally determined rota, which will include weekend and bank holiday working. Due to the nature of the work of the Greyhound Trust and this post, it will be necessary to exceed these hours when the workload demands.