

Job Description

Job Title:	Pet Service Administrator
Reports to:	Head of Fundraising
Salary:	£19,291 full time equivalent + 3% Pension contribution
Hours of Work:	25 hours per week (over 5 days, salary £13,034) Some evening & weekend may be required
Holiday Entitlement:	30 days per annum plus bank holidays
Work Base:	Bolton location with travel across the borough
Background Checks:	Enhanced DBS Check required and professional references covering at least the last two years
Please note:	Due to the nature of this role a full clean driving licence and access to a vehicle is desirable.

This post, however, is restricted to women applicants only, due to the nature of the role. The Occupational Requirement as permitted under the Equality Act 2010, Schedule 9, and Part 1 Section 7(2)e of the Sex Discrimination Act 1975 applies. This post is exempt from the Rehabilitation of Offenders Act.

Background:

Paws for Kids (trading name - Endeavour Project) has been operating since 1997 and is an independent Organisation, a Company limited by guarantee and a registered charity affiliated to Women's Aid England.

Located in Bolton, Endeavour Project is a community charity supporting local survivors of Domestic Abuse to move on with their lives, prevent repeated abuse and the indirect or direct effects of domestic abuse on families.

The Pet Fostering Service offers placement for families across the Northwest.

All Endeavour services are open to any person who has been subjected to intimate partner abuse or family abuse with a person over the age of 16 years. The support is open to all sectors of the community regardless of gender, sexuality, ethnicity, age, and background.

Role Purpose:

The main purpose of the Pet Fostering Administrator is to:

- Carry out reception duties for all Endeavour Projects including answering telephone calls and providing face to face customer service to the public.
- Ensure the delivery of a successful and efficient pet fostering service.
- Ensure that domestic pets who are homeless or at risk through domestic abuse are fostered safely and cared for until it is safe to return home.

Main Areas of Responsibility:

- Carry out general reception and administration duties across all Endeavour projects
- Be the initial point of contact for pet owners; explain the fostering process and eligibility criteria
- Record all pet owner and pet foster carer contacts on the case management database

- For multi-pet households complete a joint assessment and referral to Dogs Trust
- Signpost out of area referrals to support agencies in the owner's area
- Maintain a list of approved vets and pass information to foster carers and owners

- Ensure vets and referral agencies have access to pet foster recruitment literature
- Liaise with the Pet Service volunteers to arrange the transport of pets from owners to and from placements or vet's appointments
- Maintain Pet Service equipment including pet carriers and the microchip scanners, ensuring cleanliness and good working order
- Prepare packs for pets going into foster to include pet carrier, litter trays, food and any other necessary equipment
- Keep an inventory of pet equipment and placement.
- Request an order for any items necessary or in need of replacement.
- Ensure a stock of regular pets' treatments (including flea and wormer) are retained and provided to Pet Foster Carers on request
- Process new Foster Carer applications and references for approval
- Liaise with pet foster care volunteers and pet owners ensuring accurate records are kept up to date on the data base.
- Maintaining and updating the micro chipping records of all appropriate pets placed
- Represent the charity at the quarterly Links Pets Fostering group
- Complete the monitoring for the Links Pet Fostering quarterly statistics
- Work within all Endeavour Project Policies and Procedures at all times

Person Specification

The post holder must be highly motivated in supporting pet owners experiencing domestic abuse to make informed choices.

PLEASE NOTE YOU WILL NOT BE SHORTLISTED WITHOUT EVIDENCE OF ALL ESSENTIAL CRITERIA

A= Application Form

I = Interview

T = Test

Assessed A/I/T	Qualifications and Experience	Essential	Desirable
A/I	Understanding of domestic abuse and its impact on families and their pets	X	
A/I	Experience of reception duties including answering telephone calls and providing face to face customer service to the public	X	
	Skills, Knowledge and Experience	Essential	Desirable
A/I	Appreciation of the sensitive nature of the work and client confidentiality.	X	
A/I	Strong organisational skills and ability to forward plan	X	
A/I	Excellent verbal communication and negotiation skills	X	
A/I	Ability to maintain effective reporting systems and administrative processes	X	
A/I	I.T./Computer literate	X	
A/I	Ability to maintain professional boundaries at all times	X	
	Personal attributes	Essential	Desirable
A/I	Active commitment to helping families and their pets.	X	
A/I	Enthusiastic, caring, and non-judgemental approach	X	
A/I	Demonstrate high levels of integrity, can do attitude and practical approach	X	
A/I	Ability to work under pressure and to tight deadlines	X	
A/I	Able to make decisions within charities policies	X	
A/I	Confidence in handling and transporting domestic pets	X	