

Edinburgh Dog and Cat Home
Job Description – Kennel/Cattery Assistant



Job Title:	Kennel/Cattery Assistant
Reporting to	Kennel Manager
Responsible for	No Staff Management Responsibilities
Location:	Edinburgh Dog and Cat Home
Date:	May 2022
Salary:	£20,592 Per annum 40 hours per week across 7 days.
Role Summary	
<p>Working within a highly focused small team, the kennel/cattery assistant role is vital to the running of the Edinburgh Dog and Cat Home operations.</p> <p>As a Kennel Assistant you'll work to the Home's code of practice and Health and Safety guidelines, to provide exemplary daily care for the dogs and cats and educate potential new owners and the general public in the care and welfare of their animals, establishing excellent customer relations for the Home.</p> <p>Able to represent Edinburgh Dog and Cat Home in all that they do.</p>	

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Duties and responsibilities-

Animal Welfare

- Prepare and provide food and water for dogs and cats in the kennel/cattery area.
- Clean, disinfect and maintain high standards of hygiene and cleanliness of the kennels, cattery, and general work areas in line with procedures.
- Attend to the hygiene and grooming of the dogs and cats.
- Work with the animals in a calm and controlled manner.
- Ensure all dogs are weighed as appropriate each week and feeding plans developed.
- Attend to the exercise and socializing of dogs as required by the kennel management team.
- Assist in the handling of dogs for the purpose of examination and treatment.
- Work in collaboration with Dog Trainers to ensure enrichment activities are being rolled out appropriately and training plans are in place.
- Reporting any concerns or observations to Kennel Management team where these arise immediately.

Knowledge and understanding

- General understanding of the needs of the animals who require care and support
- Respect for the rights of our customers. Understanding the importance of giving care and support centred on the individual needs and wishes of each customer
- Understanding of why confidentiality is important.

Communications and working relationships

- Work in collaboration with other members of the team to ensure seamless animal care and customer relations each day
- Engage and support volunteers when they are working on site to support, provide direction and help when required
- Support new members of staff settle into the organisation, providing direction as required
- Raise any concerns or issues with the Kennel manager/Assistant Kennel Manager

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Customer Service

- Working with members of the public as part of the rehoming process, providing a high level of customer service throughout
- Answering any queries with evidence and knowledge, seeking support where necessary
- Dealing with any difficult or conflict based situations professionally, seeking out a senior member of staff immediately in a calm manner
- Providing a friendly, open and warm atmosphere for rehoming interest
- Ensure you are aware of the dogs available for rehoming and any necessary background information

Administration

- Assist Kennel manager/Assistant Kennel Manager in the up keep of animal records.
- Manage kennel records on a daily basis including the weights and feeding plans for the dogs or cats under your care
- Reporting of hazards / instances in a timely manner
- Keeping activity records up to date

Working Environment

- Shift work including early starts, late finishes and weekend working.
- Physically demanding work such as cleaning out kennels, exercising animals, lifting and carrying supplies etc.
- Working outside in all weathers
- Handling potentially emotional situations

Health and Safety

- Follow all health and safety rules and procedures and ensure all accidents and incidents are reported immediately to the Kennel Manager/Assistant Kennel Manager
- Ensure that the Kennel enclosures are safe and secure at all times
- Handling emergencies

Additional

- It is the responsibility of each individual member of staff to ensure that they are aware of and up to date on all company policy and procedures.
- Adapt to new ways of working and supporting new services.
- Any other ad hoc duties required of the role, as directed by the Kennel Manager or Assistant Kennel Manager

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Person Specification		
	Essential	Desirable
Education and Training	Educated to SQA level or equivalent	Animal care qualification
Experience	Experience (paid or unpaid) of working with dogs and/or cats Confidence in handling all breeds and temperaments of dogs and cats	Previous experience in kennel/cattery environment Experience of dealing with the general public
Skills and Knowledge	Ability to communicate well with colleagues and customers Ability to read and follow procedures and guidelines Ability to work in an emotionally demanding environment, applying pragmatism and empathy to potentially difficult situations	
Personality	Interest and passion for welfare of dogs and cats Team player, with ability to work well with others in a small, highly effective team Confidence in and ability to deal with people at all levels Outgoing and positive character Approachable and open to hearing others ideas and work requirements	

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	Well-presented and confident	
Other Requirements	Ability to cope with hard, physically demanding outdoor work in all weather conditions Willingness to undertake training if required	