

Role Outline - Volunteer Photographer

Volunteer Role:	Volunteer Photographer
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
Reports To:	Animal Care Manager (ACM)/duty manager or nominated employee

1. Overall Purpose of the Role

To photograph animals and Branch events for use on the website, social media feeds and promotional materials to promote Branch activity and the rehabilitation and rehoming of animals in RSPCA care

2. Principal Responsibilities

General Photographic Activity

To photograph animals that are undergoing rehabilitation and looking for new homes and support Branch fundraising and promotional activity by acting as the official photographer at Branch events, this may include the following volunteer activities:

- To work with the animal care team to secure high quality animal photos
- To be aware of the surroundings and animal behaviour (heeding advice from the ACA handling the animal)
- To attend Branch events and, with appropriate permission, photograph participants and their animals
- To obtain the consent of a participant before publishing a photo (n.b. consent forms must be completed by the subject to confirm permission has been obtained before a photo can be published in any internal/external publication whether physical or online)
- To be respectful of those attending or organising the event

Customer Care

- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the Animal Care Manager (ACM)/duty manager

Maintenance

- To report any faulty or damaged accommodation or equipment to the animal care manager/duty manager

Observation, Reporting and Record Keeping

- To ensure that all the correct paperwork is completed when taking photographs of participants, children or pets
- To use a variety of software packages including MS Word, MS Excel, Google Docs and Google Sheets

- To maintain records, registers and statistics as required by management

Health & Safety

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed.
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the ACM/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

3. Role Context

- Work is assigned by the ACM/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the ACM/duty manager or nominated employee

4. Training & Support

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

5. Additional Information

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the centre
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of February 2025. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Photographer

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English NVQ Level 2 in Photography (or equivalent proven knowledge & experience) RSPCA Standard Procedures
<i>Experience</i>	Experience in photographing subjects for a range of different media both physical and online Experience of working with the general public and/or in a customer care environment Experience of animal handling including, but not limited to, dogs	Previous experience as a volunteer Previous experience in the charitable sector Experience of publishing items to websites and social media page for a charity or business
<i>Special Skills & Knowledge</i>	Good oral and written communication skills. Good interpersonal skills including the ability to communicate at all levels Proven ability to work under direction but equally able to use their own initiative Proven ability to prioritise workload Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice Understanding of the need for confidentiality and ability to observe GDPR (data protection) requirements Basic knowledge of health and safety regulations
<i>Personality & Disposition</i>	Demonstrable willingness to learn and acquire new skills through training Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm A flexible and collaborative approach to colleagues both staff and volunteer Honest, trustworthy and reliable	Ability to remain calm under pressure
<i>Special Circumstances</i>	Sympathy for animal welfare and the work of the RSPCA Have access to photographic equipment that is fully insured against accidental damage and theft (n.b. the Branch does not supply photographic equipment)	