



RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

Registered Charity No: 232253

Role Outline - Volunteer Maintenance Person

Volunteer Role:	Volunteer Maintenance Person
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 undertake general maintenance duties, including repairs, renewals and improvements at the animal centre and, on occasion, the Branch charity shops, in compliance with relevant health & safety regulations

2. Principal Responsibilities

General Maintenance

To be responsible for carrying out repairs, renewals and improvements within the animal centre, this may include the following volunteer activities:

- To undertake small repairs, renewals and improvements (within the constraints of the postholder capabilities and current health & safety rules)
- To complete general painting and decorating
- To carry out basic vehicle safety checks on the Branch vehicles including oil, tyres and fluids
- To clean the Branch vehicles internally & externally as required
- To undertake grounds maintenance activities as required
- To clear drains and low level gutters
- To power wash grounds and buildings

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

Cleaning & Hygiene

- To ensure that all work areas are kept clean, tidy and hazard free
- To ensure tools are stored correctly and presented for Portable Appliance Testing (PAT) or servicing when due
- To follow all biosecurity procedures in place at the centre & follow guidance from the RSPCA's veterinary department

Maintenance

- To report any faulty or damaged equipment to the ACM/duty manager

Observation, Reporting and Record keeping

- To notify the ACM/duty manager of any problems and complete the necessary paperwork so appropriate remedial action can be taken
- To inform the ACM/duty manager when daily/weekly/monthly/annual maintenance checks have been completed so such checks might be signed off by the said manager
- To report to the ACM/duty manager those maintenance issues for which external assistance is required
- To maintain records, registers and statistics as required by management

Security

- To ensure that the centre buildings and exercise areas are secured when entering/leaving premises
- To keep kennels/pens, exercise runs and general animal areas secure when animals are present to prevent accidents and possible escapes

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
- To drive Branch vehicles as required (n.b. age restrictions apply)

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 September 2022. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role:

Volunteer Maintenance Person

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English NVQ Level 2 in General Maintenance (or equivalent proven knowledge & experience)
<i>Experience</i>	Experience of general maintenance and DIY Experience of painting and decorating Experience of using a variety of tools including power tools and knowledge of the health and safety restrictions or protocols around their use.	Previous experience as a volunteer Previous experience in the charitable sector Experience of working with the general public and/or in a customer care environment Experience of gardening and grounds maintenance
<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	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice 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	Full valid UK driving licence Willingness to drive the Branch vehicles Willingness to help out with maintenance and grounds maintenance tasks at the Branch charity shops Ability to work on the volunteer rota including some weekends Willingness to cover extra volunteer shifts when possible