



RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

JOB DESCRIPTION

Post:	Animal Care Support Assistant (ACSA)
Employer:	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) (n.b. in the absence of the ACM the postholder will report to the assigned duty manager [normally the Fostering Coordinator])
Responsible For:	N/A

1. Overall Purpose of the Job

Act as the first point of contact for the general public, supporters and volunteers contacting the animal centre and ensuring the RSPCA Lancashire East Branch is portrayed as professional, caring and informative in response to all enquiries.

Provide excellent customer service, whether face-to-face, by telephone or by responding to emails in a professional and timely manner.

2. Dimensions

Branch targets and budgets are agreed on an annual basis and these will inform the personal targets agreed at the annual performance review. Progress towards personal targets will be reviewed at regular one-to-one meetings with the line manager.

3. Principal Responsibilities

Customer Care

- To deal with enquiries from the RSPCA inspectorate, Trustees, staff, volunteers and the general public on a range of issues including animal acceptance, adoption and rehoming, enquiries from foster carers, management of the centre shop and responding to enquiries whether face-to-face, by telephone or via email.
- To meet and greet people upon arrival at the centre and provide a professional, customer centred approach to all those visiting the centre.
- To provide the full range of reception services in a timely and professional manner.
- To support the animal adoption process including initial interview, administrative support and as directed by the animal care manager.

- To liaise with colleagues in other departments, RSPCA trustees and volunteers as directed.

Cleaning & Hygiene

- To ensure and maintain the cleanliness of all areas of reception both public and private plus any supporting storerooms, toilets and kitchens
- To follow all biosecurity procedures in place at the centre as these impact on reception and visitors to the site.

Animal Care

- To book appointments for animals at the consulting veterinary surgery as required.
- To ensure that all acceptance, adoption and post-adoption processes and procedures are conducted correctly, thoroughly and professionally.

Animal Fostering

- To assist the fostering coordinator in the development and support of the fostering network and support members of the fostering team
- To assist the recruitment, induction, development and retention of Branch volunteers and foster carers as directed by centre management and the fostering coordinator.
- To promptly deal with enquiries from both existing and potential foster carers.

Administration & Record Keeping

- To be responsible for the efficient recording, filing and retrieval of all administrative records relating to animal acceptance, adoption, fostering and rehoming procedures.
- To maintain records, registers and statistics as required by management
- To use a variety of software packages including MS Word, MS Excel, Google Docs and Google Sheets.
- To support management in the updating of animal records on Animal Shelter Manager (ASM).
- To ensure case animal records are maintained to the appropriate standard.

Animal Centre Shop

- To manage the centre shop including merchandising & display, restocking and stock control, checking pricing, sell/use by dates.

Financial Management

- To reconcile takings whether for the centre shop, adoptions, donations or other areas of activity on a daily, weekly and monthly basis, highlighting discrepancies to the centre manager
- To implement the agreed financial procedures to deal with the receipt, handling and banking of all monies received

Health & Safety

While at work staff 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 centre, branch and Society policies and procedures for health & safety

Security

- To make sure the reception area and all related stockrooms are secure, both before work commences and when work finishes.
- To ensure all monies are placed in the safe at the end of the working day.

Maintenance

- To report any faulty equipment, lighting, heating, ventilation, equipment etc. to the appropriate authority within the establishment.

General

- To attend meetings and training courses as required.
- To undertake such other duties as directed from time to time by the animal care manager or senior management.

4. Job Context

- Work is assigned by the animal care manager or the duty manager acting in the absence of the ACM
- 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.
- Work is assessed through regular one-to-one meetings and annual performance reviews with targets set by the animal care manager.
- The role is a non-management customer facing role within the animal care team.

5. Additional Information

- The role will include regular weekend working and may, on occasion, involve some unsocial hours.

(n.b. this job description is a statement of the job as of September 2021. It should not be seen as precluding future changes that may be deemed necessary by senior management or the trustees)

Person Specification

Post: Animal Care Support Assistant (ACSA)

Requirements	Essential	Desirable
<i>Education & Training</i>	<ul style="list-style-type: none"> GCSE in Maths & English (or equivalent) 	<ul style="list-style-type: none"> NVQ in Customer Service (or equivalent)
<i>Experience</i>	<ul style="list-style-type: none"> Minimum 2 years demonstrable experience in a customer service environment Proven experience of handling financial transactions including cash and card payments Demonstrable experience in a retail environment 	<ul style="list-style-type: none"> Previous experience in the charitable sector Experience of working with volunteers
<i>Special Skills & Knowledge</i>	<ul style="list-style-type: none"> Good oral and written communication skills. Good interpersonal skills including the ability to communicate at all levels Proven commitment to customer service Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media Proven ability to work under direction from superiors but equally able to use their own initiative Proven ability to prioritise workload 	<ul style="list-style-type: none"> Basic knowledge of health and safety regulations Understanding of the importance of data protection and GDPR
<i>Personality & Disposition</i>	<ul style="list-style-type: none"> Proven ability to remain calm under pressure 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 	

	<ul style="list-style-type: none"> • A flexible and collaborative approach to colleagues both staff and volunteer • Honest, trustworthy and reliable 	
Special Circumstances	<ul style="list-style-type: none"> • Sympathy for animal welfare and the work of the RSPCA • Willingness to work longer than the contracted hours when the job demands • Ability to work shifts including regular weekend working 	<ul style="list-style-type: none"> • Full UK Driving Licence • Willingness to drive the centre vehicle • Ability to participate in an emergency on call rota and act as key holder should the need arise