OPERATIONS - REHOMING

Job Title:	**Customer Services Rehoming Team Leader**
Reporting to:	**Regional Rehoming Manager**
Location:	**Rehoming Centre Office – Dublin/Hybrid**

Job Purpose

As Customer Services Rehoming Team Leader you'll lead and motivate a small, focused team, creating an environment that fosters collaboration, accountability, and continuous improvement.

The team deals with a wide range of queries from our supporters, adopters, customers, and members of the public via telephone and online channels, and your leadership will be crucial in managing workloads, optimising team performance, and providing the guidance needed to help everyone thrive.

You'll also manage your own, smaller, portfolio of adoption applications, as well as handle general enquiries across multiple channels.

Overview of the Department/Team

Dogs Trust is Ireland's largest dog welfare charity, and we believe all dogs deserve to live life to the full.

To achieve our mission, we rescue, care for, and rehome stray, unwanted, and abandoned dogs from all over Ireland. The health and happiness of every dog is at the heart of Dogs Trust and all our work. We are here for all dogs and the people who love them, and we are solely reliant on the generosity of the public to fund our life-saving work.

The customer services team is the first point of contact for the majority of our potential adopters and is responsible for helping as many dogs as possible find their forever homes, whether they are cared for in our Rehoming Centre, in a foster home or by their current owner using the Home Adoption scheme.

General enquiries are also responded to, and the team is multi-channelled, dealing with a mixture of inbound/outbound calls and email traffic from people across Ireland.

We are a collaborative, ambitious, and forward-thinking team, always exploring innovative ideas and approaches to elevate our customer service offering. We value empathy, initiative, and creativity in everything we do, from matching adopters to dogs, to

help supporting dog owners through all parts of the ownership journey.

Key areas of accountability
Lead and motivate a small team with big ambition, fostering a positive, collaborative working environment that brings out the best in each individual.
Support recruitment and induction of all staff joining the team including volunteers to support the scaling of Dogs Trust Ireland's services.
Encourage autonomy, clarity, and ownership across workloads — creating a culture where team members take initiative, manage their responsibilities proactively, and contribute to shared goals with confidence.
Drive team performance and development, providing regular feedback via 1-2-1s and annual appraisals, ensuring the team feels supported and valued in their roles.
Produce timely and ad hoc management reports to demonstrate how the team is performing, sharing with the wider organisation where required.
Respond to Dogs Trust customers, supporters, adopters, and members of the public via multiple channels including, but not limited to inbound calls, outbound calls and multiple email channels, following our set policies, procedures, and guidelines.
Identify the circumstances, needs, and aims of the customer using appropriate questioning techniques and respond appropriately, aiming to resolve the customer's query at the first point of contact, giving the best advice possible.
Achieve and maintain key performance indicators; including but not limited to average talk time, call/email quality and after call work.
Record all customer interaction accurately on relevant in-house systems as appropriate, in line with agreed standards and procedures
Maintain an up-to-date knowledge of dogs available for rehoming both in the rehoming centre and regionally.
Process rehoming applications, answering queries, and matching and rehoming dogs effectively including translating dog's character assessments to customers.
With guidance from management, behaviour and veterinary teams, act as a rehoming champion for long-term dogs in our care and those that are on behaviour modification programmes, whose rehoming prospects may be limited
Act as an advocate for the Dogs Trust brand and, as the voice of Dogs Trust, always uphold the organisation's reputation.
Maintain a good understanding of the wider organisation functions including fundraising and campaigning objectives, veterinary support services, training and engagement offerings throughout Ireland and providing support in the response handling of enquiries driven by each.
Take on other reasonable duties that align with your skills, knowledge, and experience.
Any other duties as required.

Person Specification

Essential skills, qualifications, experience, and attributes
Proven experience in a customer service team leader or supervisory role.
Strong leadership and people management skills with the ability to motivate a team.
Experience in training, mentoring, or coaching customer service staff.
Excellent written and verbal communication skills, including active listening.
A strong commitment to delivering outstanding customer service.
Experience in creating reports/data to support performance / Ability to use data to represent trends, performance and projections of a team's contribution to KPIs.
Ability to manage complaints and demanding situations calmly and effectively.
Proficient in Microsoft Office and customer service management systems/CRMs.
Strong analytical and critical thinking skills with an initiative-taking approach.
Ability to manage multiple priorities and meet deadlines in a busy environment.
Experience supporting or managing service improvement or customer care projects.
Ability to interpret customer data and performance metrics to inform improvements.
Compassionate, empathetic, and aligned with the values of animal welfare and ethics.
Desirable skills, qualifications, experience, and attributes
A full clean Driving License is desirable due to the location of the Rehoming Centre.
Additional information
Normal hours in this role are 35 per week, Monday to Friday. The role may also require working on a Bank Holiday.
The role is based in the Rehoming Centre office although remote working maybe required in certain circumstances.