



## Operations – Rehoming Centre

<b>Job Title:</b>	<b>Dog Welfare Supervisor</b>
<b>Reporting to:</b>	<b>Operations Manager</b>
<b>Responsible for:</b>	<b>Day-to-day coordination of kennel operations and welfare standards.</b>
<b>Location:</b>	<b>Dublin Rehoming Centre (rota-based working including weekends and public holidays)</b>

### Job Purpose

To coordinate and support the delivery of high-quality daily care, welfare and enrichment for dogs in the Rehoming Centre, ensuring consistent standards across kennel operations. The Dog Welfare Supervisor plays a key role in overseeing daily routines, supporting Dog Welfare Assistants (DWAs), prioritising workload to maximise dog interaction time, and identifying welfare concerns early to support each dog's progression through care.

Dog Welfare Supervisors provide visible, hands-on leadership across shifts, modelling best practice in welfare, handling and kennel routines, and supporting staff through guidance, coaching and problem-solving. While the role does not hold direct line management responsibility, it supports the Operations Manager by ensuring clarity, consistency and smooth day-to-day delivery.

This role is shaped by Dogs Trust's design principles:

- **Human-centred:** Clear daily coordination, realistic workloads, and supportive on-the-floor leadership.
- **Future-proof:** Strong operational oversight that adapts to changing capacity and welfare needs.
- **Valued & Valuable:** Recognition of experience, judgement and contribution to safe, consistent dog care.

### Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in Ireland with a nationwide presence; our head office is based in our rehoming centre in Dublin, with regional rehoming hubs currently located in Munster, South Leinster and Connacht, supporting a growing network of volunteer foster carers across the country.

The Operations Department is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation and rehoming of dogs in Ireland, as well as empowering dog owners (customers) by connecting them with other support services. The Operations department is a team of c. 50 employees and a number of volunteers across Dogs Trust's Dublin rehoming centre and Dogs Trust regional rehoming hubs that successfully helps as many dogs as possible. This department comprises over 60% of Dogs Trust staff.

The Operations Department strives to achieve excellence in logistical and rehoming processes as well as our already high canine welfare and customer experience standards.

Dog Welfare Supervisors are part of the core Operations team, working alongside Dog Welfare Assistants, Behaviour Team, Rehoming Team and volunteers to coordinate daily kennel operations and maintain high standards of dog welfare across the centre.

### **Key areas of accountability**

#### **Kennel Operations & Welfare Oversight**

- Coordinate daily kennel operations, including cleaning, feeding, enrichment and husbandry, ensuring standards are consistently met across shifts.
- Take direct responsibility for the Development Block, ensuring it operates as a flagship example of welfare-led kennel practice.
- Model best practice in cleaning, feeding, medication, enrichment and handling within the Development Block and across other kennel areas.
- Support new starters during their initial learning period by demonstrating correct routines and supervising their practice.
- Prioritise workload and time management to maximise dog interaction time alongside routine care.
- Monitor dog welfare across all kennel areas, identifying concerns early and escalating appropriately.
- Ensure welfare, hygiene and biosecurity standards are upheld in line with Dogs Trust policy.

#### **Support to Dog Welfare Assistants**

- Provide day-to-day guidance, coaching and problem-solving support to DWAs.
- Support induction, first shifts and confidence-building for new staff and volunteers, with a particular focus on learning within the Development Block.
- Encourage reflective practice and consistent application of welfare standards.

#### **Cross-Team Coordination**

- Work closely with the Training Supervisor to ensure learning on the Development Block is structured, consistent and embedded into daily practice.
- Liaise with Behaviour Officers and Veterinary colleagues to support welfare-led decision-making.
- Communicate clearly with the Rehoming Supervisor regarding dog readiness and movement through care.
- Ensure accurate daily handovers and information flow across Operations teams.

#### **Records, Communication & Escalation**

- Ensure key welfare and operational information is recorded and shared accurately.
- Escalate welfare, staffing or operational risks to the Operations Manager as required.
- Support consistent communication across shifts and teams.

#### **Records, Communication & Escalation**

- Ensure key welfare and operational information is recorded and shared accurately.
- Escalate welfare, staffing or operational risks to the Operations Manager as required.
- Support consistent communication across shifts and teams.

#### **Additional Duties**

- Records, Communication & Escalation
- Ensure key welfare and operational information is recorded and shared accurately.
- Escalate welfare, staffing or operational risks to the Operations Manager as required.
- Support consistent communication across shifts and teams.

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Strong understanding of dog welfare, handling and kennel operations.
Experience working in a physically demanding kennel or animal care environment.
Ability to coordinate daily routines and prioritise workload effectively.
Confidence supporting others through guidance and hands-on coaching.
Good communication and interpersonal skills across teams.
Ability to identify welfare concerns and escalate appropriately.
Accuracy in record-keeping and attention to detail.
Commitment to Dogs Trust's aims, values and welfare standards.
Full, clean manual driving licence.
Desirable Skills / Experience
Experience supporting induction or training of staff or volunteers.
Experience overseeing or coordinating kennel operations.
Understanding of dog behaviour and low-stress handling principles.
Experience working alongside Behaviour or Veterinary teams.
Familiarity with digital systems and record-keeping.

Our values and behaviours
<p>The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.</p> <p><b><u>We dream big</u></b>  <b>Thinking boldly</b> – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working.  <b>Embracing change</b> – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality.</p> <p><b><u>We're on the ball</u></b>  <b>Staying curious</b> – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives.  <b>Focusing on impact</b> – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do.</p> <p><b><u>We make things happen</u></b>  <b>Being proactive</b> – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.  <b>Working together</b> – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.</p>

Additional information
<ul style="list-style-type: none"> <li>• 35 hours per week, rota-based including weekends and public holidays.</li> <li>• Flexibility may be required to support operational needs.</li> <li>• Emotional resilience to manage the demands of working in a welfare environment.</li> </ul>
<b>Last revised:</b> January 2026