



## Operations – Rehoming Centre

<b>Job Title:</b>	<b>Training Coordinator</b>
<b>Reporting to:</b>	<b>Behaviour Manager</b>
<b>Responsible for:</b>	<b>Delivery and coordination of staff and volunteer training.</b>
<b>Location:</b>	<b>Dublin Rehoming Centre (rota-based working including weekends and public holidays)</b>

### Job Purpose

To coordinate and deliver high-quality training and development for staff and volunteers across Operations, ensuring consistent skills, confidence and understanding of welfare-led practice. The Training Coordinator plays a key role in supporting inductions, refresher training, and ongoing learning, helping people apply knowledge effectively in their day-to-day roles. The role does not hold direct line-management responsibility but works closely with managers and supervisors to strengthen capability, consistency and confidence across teams.

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

- **Human-centred:** Practical, accessible learning that supports people to do their jobs well.
- **Future-proof:** Scalable training frameworks that evolve with operational and welfare needs.
- **Valued & Valuable:** Recognition of learning, skill development and the impact of well-trained teams on dog welfare.

### 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.

The Training Coordinator is part of the core Operations team, working alongside Behaviour Officers, Dog Welfare Supervisors, Rehoming Supervisors, managers and volunteers to ensure learning is embedded consistently and supports safe, welfare-led practice across the centre.

## **Key areas of accountability**

### **Staff & Volunteer Training and Development Block Leadership**

- Coordinate and deliver induction, refresher and ongoing training for staff and volunteers across Operations.
- Take shared responsibility for the Development Block as the primary learning environment for new starters and developing staff.
- Ensure new staff and volunteers learn correct routines for cleaning, feeding, medication, enrichment and welfare checks through structured, hands-on supervision.
- Use the Development Block to model best practice in daily care, handling and kennel routines before staff move into other areas.
- Work closely with Dog Welfare Supervisors to embed learning into day-to-day practice and ensure consistent standards across the centre.
- Adapt training delivery to different learning needs, ensuring learning is practical, accessible and welfare-focused.

### **Capability Building & Development**

- Work with managers and supervisors to identify training needs and skill gaps.
- Support staff to apply learning effectively in their day-to-day work.
- Provide informal coaching and guidance to reinforce best practice.
- Track training completion and capability development.

### **Cross-Team Collaboration**

- Work closely with Behaviour Officers and the Behaviour Manager to ensure learning reflects current best practice.
- Support Dog Welfare Supervisors and Rehoming Supervisors with training for their teams.
- Act as a central point of reference for learning and development within Operations.

### **Records, Evaluation & Continuous Improvement**

- Maintain accurate records of training delivered and attendance.
- Gather feedback to evaluate training effectiveness.
- Contribute to the continuous improvement of training approaches and materials.

### **Health & Safety**

- Ensure training supports safe working practices.
- Reinforce health and safety requirements through induction and refresher sessions.
- Escalate any training-related risks or gaps to the Behaviour Manager.

### **Additional Duties**

- Support organisational learning initiatives, projects or pilots linked to staff development.
- Assist with preparation for audits, inspections or reviews involving training and capability.
- Provide cover for other supervisors where appropriate to maintain operational support.
- Contribute to the development and refinement of training materials and approaches.
- Undertake any other duties appropriate to the role to support the effective running of the centre.

## **Person Specification**

### *Essential skills, qualifications, experience, and attributes*

Strong interest in staff and volunteer learning and development.

Experience supporting or delivering training, coaching or induction.

Ability to explain tasks clearly and support others to build confidence.

Strong communication and interpersonal skills across a wide range of roles.

Ability to observe practice and provide constructive feedback.

Organised approach to planning and delivering learning activity.

Accuracy in maintaining training records and documentation.

Commitment to Dogs Trust's aims, values and welfare standards.

Full, clean manual driving licence.

#### **Desirable Skills / Experience**

Experience delivering training in an operational or welfare setting.

Understanding of adult learning principles.

Experience working with volunteers.

Understanding of dog welfare and behaviour in an operational context.

Familiarity with digital learning tools and training systems.

#### **Our values and behaviours**

The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.

##### **We dream big**

**Thinking boldly** – 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.

**Embracing change** – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality.

##### **We're on the ball**

**Staying curious** – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives.

**Focusing on impact** – 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.

##### **We make things happen**

**Being proactive** – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.

**Working together** – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

#### **Additional information**

- 35 hours per week, rota-based including weekends and public holidays.
- Flexibility may be required to support operational needs.
- Emotional resilience to manage the demands of working in a welfare environment.

**Last revised:** January 2026