



## Operations

<b>Job Title:</b>	<b>Rehoming Centre Manager (Maternity Cover)</b>
<b>Reporting to:</b>	<b>Head of Operations</b>
<b>Responsible for:</b>	<b>Assistant Manager Operations, Assistant Manager Administration, Assistant Manager Behaviour, Maintenance Operative.</b>
<b>Location:</b>	<b>Rehoming Centre, Dublin</b>

### Job Purpose

Responsible for the effective and efficient management of the Dublin Rehoming Centre. The postholder will maintain day-to-day operations, staff leadership, and adherence to Dogs Trust standards, policies, and procedures. Postholder will support in ensuring compliance with Health and Safety guidelines and Standard Operating Procedures in order to maximise dog welfare and rehoming opportunities. Postholder will lead all aspects of the Rehoming Centre teams, directly line managing the Assistant Managers, and providing guidance and support to the Assistant Managers and their teams, as needed.

### 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 Midlands/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. 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 takes in, treats and rehomes as many dogs as possible. This department comprises over 60% of Dogs Trust staff.

The Dublin rehoming centre aims to successfully rehome as many dogs as possible. The rehoming centre strives to achieve excellence in logistical and rehoming processes as well as our already high canine welfare and customer experience standards. Note: Dogs Trust Head Office is located at Dublin Rehoming Centre and shares facilities, the maintenance of which are overseen by the Rehoming Centre Manager.

The centre management team are responsible for contributing to and communicating Standard Operating Procedures (SOPs) and for managing their day-to-day implementation, identifying any associated training and development needs and ensuring these are met.

All members of the centre management team are required to be a qualified first-aider, for which training will be provided.

The centre management team operate on a Duty Manager rota and will be expected to cover for each other during periods of absence.

Normal hours in this role are 40 per week. There will be time when longer hours are required in order to fulfil the responsibilities of the role. Expected working pattern is to be 5 shifts per week, which may include some late shifts (11am – 8pm). Role will include some weekend working on an ad hoc basis. Responsible for scheduling and ensuring that on-call responsibilities are covered, and emergencies can be escalated where needed.

### **Key areas of accountability**

#### **Operational Leadership:**

- Lead the day-to-day running of the centre ensuring continuity in dog welfare, rehoming activity, staff supervision, and management.
- Support the effective performance management of staff through 1:1s, team guidance and carry out staff appraisals.
- Oversee recruitment of staff.
- Support in the preparation and implementation of the annual budget for the coming year and ensure the centre operates within the agreed budget for the current year, while seeking to maximise financial efficiencies.
- Maintain effective internal communications and presence in management meetings and staff briefings.
- Lead key operational meetings, as required.
- Provide information and regular reporting on Rehoming Centre activities to Dogs Trust Ireland Leadership as required.

#### **Rehoming and Welfare Oversight:**

- Ensure the highest standards of welfare, care, and rehoming practices in line with Dogs Trust SOPs.
- Promote rehoming/adoption opportunities and use available systems to maximise outcomes.
- Implement strategic initiatives and ensure successful implementation and achievement of Operations' KPIs and OKRs.
- Liaise with the Behaviour and Veterinary teams to ensure effective assessment and rehabilitation delivery.
- Work closely with the Regional Rehoming Manager ensuring collaboration and cooperation for the intake, welfare and rehoming of all dogs in our care.

#### **People and Rota Management:**

- Lead and motivate the RC team, fostering a positive, collaborative working environment that brings out the best in each individual. 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.
- Oversee staff rotas, ensuring adequate cover and care provision including out-of-hours planning, and supporting direct reports to manage this with their teams.
- Manage day-to-day HR matters in line with guidance from HR, escalating complex issues where needed.
- Support emotional resilience and development of staff.

#### **Communication, Customer Service, and Reporting:**

- Ensure a welcoming and professional environment for all visitors and stakeholders.
- Handle escalated complaints and incidents, seeking guidance where necessary.
- Ensure that any data collection is undertaken in accordance with Dogs Trust Policy and GDPR compliance.
- Deliver internal reporting and updates to Dogs Trust management, as required.

#### **Health & Safety and Compliance:**

- Ensure compliance with Dogs Trust health and safety standards in the Rehoming Centre and contribute to safe practice.
- Responsible for the health and safety of the centre, the staff, dogs and all visitors to the site.
- Respond to incidents and support the implementation of any required changes.
- Ensure recording and reporting of any incidents on the relevant system/platform.

**Centre Facilities and Maintenance:**

- Maintain responsibility for the upkeep and security of centre facilities.
- Authorise minor works, liaise with contractors, and escalate capital/strategic works to appropriate parties as necessary.

**Media and External Representation:**

- Facilitate media and VIP visits to the Rehoming Centre, as required.
- Highlight any media or PR opportunities to the Communications team.

**Person Specification*****Essential skills, qualifications, experience, and attributes***

Self-motivated with a positive and proactive attitude and willingness to work with members of the public, staff and volunteers.

Strong track record in the effective leadership, management and development of a large team of staff, including all aspects of recruitment and performance management.

Excellent customer care skills with the ability to handle difficult and sensitive situations, looking to work in the best interests of both the customer and the organisation.

Experience of setting and managing a budget and controlling expenditure within agreed budgetary limits, with experience of accurate cash handling, accounting and monitoring.

Excellent communication, organisational, time management and interpersonal skills (verbal and written).

Innovative thinker with creative and unusual ways to tackle the challenge of rehoming dogs and any other relevant challenges that may arise.

Reliable and flexible, with sound judgement and strong decision-making skills.

Emotional resilience to manage the potential demands associated with the work.

Ability to establish and maintain good working relationships with colleagues at all levels.

Administrative skills, including use of MS Office and computerised systems.

Good presentation skills and the confidence to deliver information effectively.

Ability to alternate between focusing on the day-to-day operation and wider strategic initiatives and opportunities, which includes keeping up to date on industry updates, changes and initiatives.

Commitment to the aims and objectives of Dogs Trust.

Full, clean manual driving licence.

***Desirable skills, qualifications, experience, and attributes***

A knowledge of dogs and their welfare requirements.

Experience of safely handling dogs of a range of different breeds and behavioural characteristics.

Experience in Project Management

Experience of working in a kennel environment would be desirable but not a requirement.

**Additional information**

Ability to travel, including staying away from home on occasion, for training, meetings and conferences.

