



Operations – Regional

Job Title:	Regional Rehoming Manager (Maternity Cover)
Reporting to:	Head of Operations
Responsible for:	Regional Rehoming team, Foster team, Customer Service team
Location:	Dublin Rehoming Centre, Remote Working, Travel to regional locations

Job Purpose

Responsible for leading a team of professionals to deliver regional rehoming hub operations across Ireland, ensuring the smooth running of the rehoming hubs through line management of the regional team, foster team and customer service team. Overseeing and supporting the entire dog journey from arrival to departure from our care. Being the first point of contact for external partner organisations, Dublin rehoming centre management and colleagues across the organisation, making decisions with dog welfare in mind.

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.

Critical to success for the Regional Rehoming Manager is the day-to-day management of all aspects of the Dogs Trust Ireland regional rehoming hubs operation, and to contribute to the achievement of continuous improvement in our logistical and rehoming processes, as well as our already high canine welfare and customer experience standards.

The role is varied, with the focus being on the day-to-day operation of multiple agile and remote teams, and coordination of dog logistics, in particular regarding intake of dogs from sources across the country and most suitable placement of dogs.

The post holder will be responsible for co-ordinating activities that affect all regional rehoming hubs and teams, and leading on specific projects, including IT upgrades and development and rollout of SOPs across the regional rehoming locations. They will ensure effective communication across their teams and within Dogs Trust and with external stakeholders, ensuring the accurate reporting of statistics, identification of new trends, to

support the objectives set by the Dogs Trust Ireland strategy and the achievement of OKRs and KPIs. They will be expected to visit sites in the UK and to travel to internal and external meetings/conferences as necessary.

The role will be hybrid, with the Head Office being based in our Dublin rehoming centre. Some travel to regional rehoming hubs, internal and external meetings, including weekends and bank holidays, and be part of a weekend on-call duty rota as required to support rehoming hubs.

Key areas of accountability

Operational Leadership:

- Support the effective performance management of staff through 1:1s, team guidance and carry out staff appraisals.
- Oversee recruitment of staff.
- Responsible for the preparation and implementation of the annual budget for the coming year and ensure that their areas operate 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.
- Implement strategic initiatives and ensure successful implementation and achievement of Operations' KPIs and OKRs.
- Lead key operational meetings, as required.
- Provide information and regular reporting on department activities to Dogs Trust Ireland Leadership as required.

Intake and Logistics:

- Manage, be responsible for, and oversee the movement and intake of all dogs for Dogs Trust Ireland through multiple channels throughout Ireland, aiming to best meet each dog's welfare needs and requirements. These channels include both internal and external channels.
- Using Dogs Trust decision-making principles, identify the most suitable intake pathway for dogs proposed for handover, either by organisations or individuals, evaluating all dogs, organisations and people requiring support and prioritising cases based on the dog's welfare and our capacity to help.
- The internal and external channels include but are not limited to:
 - Local Authority shelters
 - Rescue organisations
 - Veterinary Practices
 - Dogs Trust Returns to Kennel (RTK) scheme
 - Dogs Trust Hub locations
 - Dogs Trust Home Adoption scheme
 - Dogs Trust Canine Care card scheme
 - Dogs Trust Surrender process
- Manage the maintenance and repair of programme vehicles and the safe and secure transport of dogs in these vehicles.

Communication, Customer Service, and Reporting:

- Ensure a welcoming and professional environment for all customers 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.
- Support the teams to provide consistent information to the customer and ensure that appropriate processes are in place for them to work together to find the best match possible every dog.

Relationships & Collaboration:

- Responsible for development and management of relationships and partnerships with key stakeholders, both internally and externally. As day-to-day care for dog on the programme is provided by third parties (partner/hub kennels, foster carers etc.),

successfully managing these relationships is integral to the success of the programmes.

- Oversee the running and success of multiple Dogs Trust Ireland schemes (Home Adoption scheme, surrender process, Return to Kennels etc.), supporting owners and dogs needing to be relinquished around Ireland.
- Liaise directly with our current 3 hub providers ensuring open communication and support is provided while maintaining ADCH standards within the facilities.
- Ability to recruit additional and/or alternative hubs, as required.
- Work alongside the Veterinary and Welfare Manager to ensure smoothing running with external veterinary practices, regional team and the hubs to provide veterinary care.
- Work closely with the Rehoming Centre Manager ensuring collaboration and cooperation for the intake, welfare and rehoming of all dogs in our care.

Line Management:

- Lead, manage, and motivate the Regional Rehoming, Foster and Customer Service teams, fostering a positive, collaborative working environment that brings out the best in each individual, maintaining standards and achieving performance objectives.
- 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.
- Manage the day-to-day operations of the Regional team ensuring information is cascaded appropriately within the team and communication with external partners is upheld to the highest standard.
- Ensure collaboration of the Foster team within the Rehoming Centre and the Regional team to increase dogs on foster. Support the Customer Service Team Lead and wider team to deliver successful outcomes and establish a high performing team.
- Manage day-to-day HR matters in line with guidance from HR, escalating complex issues where needed.
- Support the effective performance management of staff through 1:1s, team guidance and carry out staff appraisals.
- Support emotional resilience and development of staff.
- Oversee staff rotas, ensuring adequate cover and care provision including out-of-hours planning if necessary, and supporting direct reports to manage this with their teams, ensuring continuity of care and service at all times.
- Ensure that best practice is shared across the team and that continuous improvement is achieved at all levels.

Person Specification

Essential skills, qualifications, experience, and attributes

Strong leadership and team management skills, with proven ability to motivate and develop high-performing teams. Ability to ensure consistent service delivery through teams.

Proven experience in staff line management including appraisals, performance improvement, and HR issue handling.

Excellent strategic planning and decision-making abilities. Ability to assess complex situations and make appropriate, timely decisions.

Experience of setting and managing a budget and controlling expenditure within agreed budgetary limits.

Self-motivated with high-level organisational and time-management skills, with the ability to manage competing priorities.

Excellent customer care skills, with the ability to handle difficult and sensitive situations professionally, looking to work in the best interests of both the customer and the organisation, with particular attention on conflict resolution and negotiation skills, especially when dealing with sensitive cases.

Excellent communication, interpersonal and relationship-building skills.

Comfortable using data and evidence to inform actions and improve performance, ensuring integrity and discretion, especially when dealing with confidential or sensitive data.

Experience in stakeholder relationship management, ideally including partnerships and third-party vendors.

Flexible and adaptable — able to respond to unexpected challenges.

High level of digital literacy with proficient written and administrative skills, including use of MS Office and computerised systems.

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

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.

Familiarity with GDPR principles and data handling policies.

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.

Significant operational leadership experience within a multi-disciplinary or geographically dispersed team.

Experience in Project Management.

Commitment to continuous improvement by seeking out opportunities to improve services and processes.

Experience managing logistics operations.

Additional information

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

