Dear Applicant,

Full Time Animal Care & Welfare Assistant Post(s) with night duties
Part Time Weekend Animal Care Assistant Post(s)
Casual Animal Care Assistant (with optional Animal Collection Officer, Welfare, Reception & Night duties) Post – the hours for this post are offered to meet the operational needs of the Shelter and are mostly on the weekend
Receptionist (especially weekend hours)
Weekend Maintenance and Ambulance Post

Thank you for your interest in the above positions. Enclosed with this letter is an application form as well as a job description, personal specification and employment conditions.

The application form enclosed must be completed. Any C.V. must be in addition to the application form, not a substitute for it.

For these posts we do ideally want applicants to have a full driving licence but will consider all applications. Please read the application pack thoroughly and complete all sections of the application form.

Applications reviewed at the end of each 2 week period until suitable candidates are found.

Once again thank you for showing an interest in the GSPCA.

Yours sincerely,

Mr. Steven J Byrne
GSPCA Manager

Enc
Information Summary Sheet on Terms and Conditions
Person Specification
Application Form
Job Description

Promoting Inclusion

GSPCA, Rue des Truchots, St Andrews, Guernsey GY6 8UD
Telephone: 01481 257261 Fax: 01481 251147
www.gspca.org.gg

Guernsey Society For The Prevention Of Cruelty To Animals

GSPCA Animal Shelter

INFORMATION FOR CANDIDATES

SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

1.Medical

As part of the selection procedure for employment, we may ask employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health & Safety at Work legislation and ensure that the proposed employment does not present any particular risks from a medical point of view.

2.References

We require two employment references, one of which must be from your present or last employer. References are not normally taken up until an offer of employment is made. If it is considered appropriate to obtain references at the interview stage, we would not approach a current or past employer without your prior consent.

3.Probation

The appointment of permanent posts are subject to a probationary period of 26 weeks during which time an assessment will be made of your suitability for acceptance to a permanent position.

4.Salarys

Full and Part Time posts - The salary scale is £13.25 per hour during probation rising to £15.62 after successful completion of probation, although there are reviews during this time on performance during interim appraisals. The normal full time rota is 4 days on 2 off with 20 days paid holiday per year (i.e. approximately 2193 hours per year paid). The full/part time post also has night duties as part of the post which has additional rates.

Casual Zero Hour Post - £13.35 from 1st October 2026

Additional payments are available by helping cover night duty shifts.

Salaries are normally reviewed annually, and any increase is at our discretion. The review does not imply an automatic increase in salary. Salaries are paid on the 25th of each month by credit transfer to a bank or building society.

5.Hours of Work

Full Time Posts - Your basic working year is 244 days (including paid leave). A normal day is 9 hours working 8am – 6pm exclusive of meal breaks. The rota for this post is a roster covering 7 days a week, Monday to Sunday inclusive of Bank Holidays (although no additional payment is made for bank holiday work). At present the rota is 4 days on 2 days off but this can vary and it will be necessary on occasions to work additional hours according to the operational needs of the shelter. A normal night duty week is at least 1 per week covering the Shelter from 6pm until 8am the next day, facilities are provided on site.

Part Time Post – Weekend hours negotiable

Casual Zero Hour Post – Shifts are offered on a basis of when required to meet the operational needs of the GSPCA

6.Holidays

Full Time Post - The holiday entitlement for the full time post is 20 days per year (1st April to 31st March).

Part Time Posts are proportionate to the full time depending on hours of contract

Casual Zero Hour Post – not applicable

7.Notice

Full and Part Time Posts – Notice is 1 week during probation and 4 weeks after successful completion of probation.

For Casual posts there is no notice period as working hours are mutually agreed by both parties.

8.Pension

The GSPCA has started an optional pension scheme for Casual team members and enrol permanent team members from January 2023 in line with Guernsey Government's guidance.

9. Uniform and other Benefits

A uniform is provided and currently there are a number of other benefits such as reduced boarding to a 5 yearly holiday increment and bonus scheme, these may vary from time to time.

GSPCA

GSPCA Animal Shelter
Rue des Truchots, St Andrews, Guernsey GY6 8UD

Confidential

Application Form

Please complete in your own handwriting using black or blue ink.

1. Position(s) Applied for: _____

2. Personal Details

Surname _____ Title Mr/Mrs/Miss/Ms/ other_____

First Name _____ Home telephone no. _____

Mobile telephone number _____ e mail _____
(if convenient) *(essential for contact)*
Address _____

_____Postcode_____

3. Education and Training

Secondary School / Further Education	Dates form	Dates to	Examinations gained with grades

Please give details of additional qualifications or training (with dates where possible) including membership of professional bodies.

Date	Qualifications / Training

4. Employment details

a) Present or most recent employment

Name and address of employer and nature of business	Salary	Date Joined	Date left	Notice required (is applicable)

Current/most recent position held: _____

Please give more details of duties and responsibilities:

_____

_____

Reason for leaving or wishing to leave: _____

_____

_____

b) Previous employment

Dates	Employer's name	Job title and brief details of main responsibilities	Reason for leaving
From – **To –**			
From – **To –**			
From – **To –**			
From – **To –**			
From – **To –**			
From – **To –**			

Please continue on a separate sheet if necessary

5. Additional Information
Please indicate your reasons for applying for this post and give brief details of any further information which you think would be useful in support of your application.

6. Spare time activities/interests

Please describe: _____

Do you have any business interests or spare time activities directly related to animal welfare? yes / no If yes please give details.

7. Rehabilitation of Offenders Act (Bailiwick of Guernsey) 2002
This post is protected by the Act, Applicants are however required to declare details of any convictions not regarded as spent. If this is the case please give details

8. Other details
Do you hold a full current driving licence? yes / no.
Do you have a car at your disposal yes / no.
Have you ever been disqualified? yes / no. If yes please give details.

Do you have any restrictions on your driving licence yes / no. If yes please give details. _____

Have you every held an honorary position with the Society or applied for any other posts? yes / no - If yes please give details.

Do you have the necessary work permit to work in Guernsey? yes / no

Where did you see this post advertised? _____

9. Health

HEALTH AND DISABILITY
We guarantee to interview anyone with a disability whose application meets the minimum criteria for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required to perform the functions of the job, as well as meeting each of the qualifications, skills and experience defined as essential. I consider myself to have a disability as defined above and I would like to apply under the Guaranteed Job Interview Scheme. ☐

If you have any medical condition or disability and require any reasonable adjustments during the recruitment process or subsequent employment then please contact Guernsey Employment Trust on 01481 247999 or write details here.

Note the Society will consider making such adjustments as are reasonable in compliance with The Employment Protection (Guernsey) Law, 1998

10 References

Please give the names and addresses of at least 2 employment referees, one of whom should be your current or most recent employer. These should if possible cover a period of at least the last 5 years. The Society reserves the right to contact your previous employers before an offer of employment has been made. Unless your permission is granted, your present employer will not be approached until an offer of employment has been made and you have left their employment.

Current/most recent employer	Previous employer	Previous employer
Name	Name	Name
Address	Address	Address
Postcode	Postcode	Postcode
Telephone number	Telephone number	Telephone number
E mail	E mail	E mail
Position	Position	Position

I confirm that the details that I have provided on this form are correct to the best of my knowledge and I understand that any contract of employment will be jeopardised if I have misrepresented or omitted any relevant information.

Signed Date

JOB DESCRIPTION

A. MAIN JOB PARAMETERS

JOB TITLE:	Animal Care & Welfare Assistant (With Collection Officer,Reception & Night Duties)
LOCATION:	GSPCA
ACCOUNTABLE TO:	GSPCA Manager/Deputy, daily supervisor are The Senior Animal Care Assistants
RESPONSIBLE FOR:	Animal Care, Collection and Welfare

B. OVERALL PURPOSE OF THE JOB

The provision and maintenance of care and welfare for all animals under GSPCA care and to investigate reports of cruelty, neglect and concern. To establish and maintain good customer care, assist in education work and relations and to undertake and complete all relevant administrative procedures in accordance with prescribed practice. On occasions responsible for the transport, collection, rescue and movement of animals as directed both on and off site in the name of the Society. The post holder is also required to assist with the receipt and disposal of animals for the GSPCA. To help provide 24 hour cover at the GSPCA Animal Shelter and assist on reception.

C. PRINCIPAL RESPONSIBILITIES

To undertake or assist with the following responsibilities as directed by the GSPCA Manager/Deputy and Supervisors:

1. Staffing

i. To ensure animals are moved correctly and assist staff with these duties.

ii. Ensuring all health and safety measures and procedures are observed and adhered to by staff, volunteers and the general public whilst carrying out any duties. Reporting any accidents or incidents promptly and correctly in accordance with the GSPCA procedures.

iii. Implementation of practical, day-to-day coaching and support to staff within the facility when required.

2. Animal Welfare

i. The daily care, watering, feeding, hygiene, cleanliness and exercise, as appropriate to their species, of animals accommodated within the facility.

ii. The prevention of outbreaks and transmission of disease.

iii. Co-operation with veterinary surgeons in respect of the examination and treatment of animals including ensuring that treatments and medications are administered in the prescribed quantity at the specified intervals and any appropriate information is recorded at the Shelter.

iv. Assist with stock control of equipment, feeding and cleaning supplies for the facility.

v. Supervision of animal handling and transportation within and associated with the facility/vehicle.

vi. To undertake the implanting of micro-chips, in accordance with prescribed practice. Trained staff only are to assist in this requirement. All relevant recording documentation is to be completed in full and legibly. Always ensuring that each individual animal is thoroughly scanned before implanting takes place.

vii. To assist and carry our investigations of cruelty, neglect and concerns in regards of animal welfare and complete relevant reports as well as working with associated organisations, groups and States departments.

3. Receipt. Assessment and Disposal of Animals

i. Non veterinary health assessment, in collaboration with other staff, of animals collected/entering and leaving the vehicle/facility, ensuring completion all associated reports.

ii. Ensuring all animals collected are transported in accordance with the GSPCA procedures in a caring and humane method, as requested by the Receptionist, Supervisor or Management. Also in welfare investigations and duties following all legislation and laws especially in regards of animal welfare and relevant working practices.

iii. Drawing attention of superiors to animals not considered to be fully healthy or considered to require veterinary attention and their transport.

iv. Assisting in the humane destruction of animals deemed unsuitable for rehoming or release, by the methods prescribed by the GSPCA, and the selection of such animals in conjunction, where appropriate, with the Veterinary Surgeon and other shelter staff.

v. To assist as an agent of the GSPCA when required to do so by a Veterinary Surgeon on GSPCA business.

vi. Subject to instruction from Management, to participate in animal rescue operations and animal welfare investigations whilst observing Health and Safety Regulations.

vii. Carcass and "Sharps" disposal in accordance with current procedures.

4. Security and Upkeep of Equipment

i. Regular inspection of all equipment within the vehicle/facility, with early reporting of any defects or deficiencies found.

ii. Ensuring that the vehicles/buildings associated with the facility and their surroundings are maintained in a tidy and presentable standard.

iii. Ensuring the security of vehicle/facility entrances, buildings and contents at all times.

5. Public Relations

i. Ensuring that good relations are maintained and a professional, caring, compassionate image in all duties.

ii. To ensure all uniform, appearance and vehicle procedures are adhered to and promote the good name of the Society.

iii. When requested to communicate with the media as an ambassador for the organisation.

iv. Assistance to the GSPCA Manager/Deputy in the organisation of fund-raising and publicity events for the GSPCA and with visits by schools or other groups.

v. Assistance in ensuring a professional, caring, sympathetic and supportive animal welfare investigation duties, working closely with all team members of the GSPCA and other organisations ensuring we do the very best for all involved.

vi. To assist and help with education work from speaking to those during animal investigation work to schools and groups to promote the aims and objectives of the GSPCA and assist in ensuring we promote animal care and welfare as well as assisting with the media and promotion of this as and when required.

6. General

i. Provision of cover for the reception and shop staff during breaks and when requested to ensure these areas operate efficiently.

ii. Providing assistance for the Welfare staff when requested and liaise with the Welfare Manager in matters pertaining to Animal Welfare issues and to supply written reports on any findings within the following 24 hour period.

iii. Fulfilment of the duties and responsibilities of the Welfare team and attend all relevant meetings when requested.

iv. To participate in any relevant training that the Society may determine is necessary.

v. To help provide 24 hour cover at the GSPCA Animal Shelter.

vi. Any other duties as directed by the GSPCA Manager/Deputy and/or Supervisor/Senior team member.

PERSON SPECIFICATION

JOB TITLE: ANIMAL CARE & WELFARE ASSISTANT (WITH ANIMAL COLLECTION OFFICER, RECEPTION & NIGHT DUTIES)

	ESSENTIAL	**DESIRABLE**
PROFESSIONAL/TECHNICAL QUALIFICATIONS	LITERACY AND NUMERACY. ABLE TO UNDERSTAND WRITTEN DOCUMENTATION AND KEEP ACCURATE RECORDS.	GCSE ENGLISH AND MATHS
EXPERIENCE & JOB KNOWLEDGE	WORKING OR VOLUNTEERING WITH ANIMALS (FOR ANIMAL CARE ROLE) DRIVING LICENCE (ESSENTIAL FOR WELFARE & AMBULANCE DUTIES)	NVQ LEVEL 2/3 IN ANIMAL CARE OR EQUIVALENT. FULL CLEAN DRIVING LICENCE. EXPERIENCE WITH A WIDE RANGE OF ANIMALS AND THEIR FIRST AID
SKILLS & COMPETENCIES	WORKING WITH THE PUBLIC WORKING AS PART OF A TEAM STRONG INTERPERSONAL SKILLS AS EVIDENCED BY PAST EXPERIENCE AND ABLE TO COMMUNICATE BOTH IN WRITING AND VERBALLY ADMINISTRATION PROBLEM SOLVING	EXPERIENCE IN ANIMAL RESCUE COMPUTER RELATED SKILLS CUSTOMER FOCUS FIRST AID QUALIFICATION VETERINARY NURSE QUALIFICATION
PERSONAL QUALITIES	RESILIENCE TO STRESS AND EMOTIONALLY STRONG (EUTHANASIA) GOOD COMMUNICATION SKILLS A CONFIDENT AND SYMPATHETIC ATTITUDE TOWARDS ANIMALS AND THE GENERAL PUBLIC	ABILITY TO DEVELOP AND IMPLEMENT BEST PRACTICE GUIDELINES ABILITY TO FOSTER POSITIVE RELATIONSHIPS BETWEEN BUSINESSES, PUBLIC, STAFF AND VOLUNTEERS ABILITY TO TRAIN AND SUPERVISE AND MOTIVATE OTHERS ABILITY TO DEMONSTRATE SOUND JUDGEMENT BASED ON KNOWLEDGE AND UNDERSTANDING ABILITY TO PLAN, PRIORITISE AND WORK UNDER PRESSURE ABILITY TO DEMONSTRATE A SOUND APPROACH TOWARDS OTHERS AND OPERATE WITH CONFIDENCE AND INTEGRITY ABILITY TO COMMUNICATE WITH THE MEDIA
SPECIAL CIRCUMSTANCES (if any)	PREPARED TO WORK UNSOCIAL HOURS PREPARED TO WORK NIGHT DUTIES PREPARED TO TAKE PART IN ANIMAL RESCUES AND LIAISING WITH OTHER ORGANISATIONS TO CARRY THESE OUT	Maintaining vehicles and animal rescue equipment

JOB DESCRIPTION

A. MAIN JOB PARAMETERS

JOB TITLE:	Casual Animal Care Assistant (With Collection Officer,Reception & Night Duties)
LOCATION:	GSPCA
ACCOUNTABLE TO:	GSPCA Manager/Deputy, daily supervisor are The Senior Animal Care Assistants
RESPONSIBLE FOR:	Animal Care, Collection and Welfare

B. OVERALL PURPOSE OF THE JOB

The provision and maintenance of care and welfare for all animals under GSPCA care. To establish and maintain good customer care and relations and to undertake and complete all relevant administrative procedures in accordance with prescribed practice. On occasions responsible for the transport, collection, rescue and movement of animals as directed both on and off site in the name of the Society. The post holder is also required to assist with the receipt and disposal of animals for the GSPCA. To help provide 24 hour cover at the GSPCA Animal Shelter and assist on reception.

C. PRINCIPAL RESPONSIBILITIES

To undertake or assist with the following responsibilities as directed by the GSPCA Manager/Deputy and Supervisors:

1. Staffing

i. To ensure animals are moved correctly and assist staff with these duties.

ii. Ensuring all health and safety measures and procedures are observed and adhered to by staff, volunteers and the general public whilst carrying out any duties. Reporting any accidents or incidents promptly and correctly in accordance with the GSPCA procedures.

iii. Implementation of practical, day-to-day coaching and support to staff within the facility when required.

2. Animal Welfare

i. The daily care, watering, feeding, hygiene, cleanliness and exercise, as appropriate to their species, of animals accommodated within the facility.

ii. The prevention of outbreaks and transmission of disease.

iii. Co-operation with veterinary surgeons in respect of the examination and treatment of animals including ensuring that treatments and medications are administered in the prescribed quantity at the specified intervals and any appropriate information is recorded at the Shelter.

iv. Assist with stock control of equipment, feeding and cleaning supplies for the facility.

v. Supervision of animal handling and transportation within and associated with the facility/vehicle.

vi. To undertake the implanting of micro-chips, in accordance with prescribed practice. Trained staff only are to assist in this requirement. All relevant recording documentation is to be completed in full and legibly. Always ensuring that each individual animal is thoroughly scanned before implanting takes place.

3. Receipt. Assessment and Disposal of Animals

i. Non veterinary health assessment, in collaboration with other staff, of animals collected/entering and leaving the vehicle/facility, ensuring completion all associated reports.

ii. Ensuring all animals collected are transported in accordance with the GSPCA procedures in a caring and humane method, as requested by the Receptionist or Management.

iii. Drawing attention of superiors to animals not considered to be fully healthy or considered to require veterinary attention and their transport.

iv. Assisting in the humane destruction of animals deemed unsuitable for rehoming or release, by the methods prescribed by the GSPCA, and the selection of such animals in conjunction, where appropriate, with the Veterinary Surgeon and other shelter staff.

v. To assist as an agent of the GSPCA when required to do so by a Veterinary Surgeon on GSPCA business.

vi. Subject to instruction from Management, to participate in animal rescue operations whilst observing Health and Safety Regulations.

vii. Carcass and "Sharps" disposal in accordance with current procedures.

4. Security and Upkeep of Equipment

i. Regular inspection of all equipment within the vehicle/facility, with early reporting of any defects or deficiencies found.

ii. Ensuring that the vehicles/buildings associated with the facility and their surroundings are maintained in a tidy and presentable standard.

iii. Ensuring the security of vehicle/facility entrances, buildings and contents at all times.

5. Public Relations

i. Ensuring that good relations are maintained and a professional, caring, compassionate image in all duties.

ii. To ensure all uniform, appearance and vehicle procedures are adhered to and promote the good name of the Society.

iii. When requested to communicate with the media as an ambassador for the organisation.

iv. Assistance to the GSPCA Manager/Deputy in the organisation of fund-raising and publicity events for the Centre and with visits by schools or other groups.

6. General

i. Provision of cover for the reception and charity shop staff during breaks and when requested to ensure these areas operate efficiently.

ii. Providing assistance for the Welfare staff when requested and liaise with the Welfare Manager in matters pertaining to Animal Welfare issues and to supply written reports on any findings within the following 24 hour period.

iii. Fulfillment of the duties and responsibilities of the Welfare Staff when authorised to act on his/her behalf during his/her absence.

iv. To participate in any relevant training that the Society may determine is necessary.

v. To help provide 24 hour cover at the GSPCA Animal Shelter.

vi. Any other duties as directed by the GSPCA Manager/Deputy.

PERSON SPECIFICATION

JOB TITLE: CASUAL ANIMAL CARE ASSISTANT (WITH ANIMAL COLLECTION OFFICER, RECEPTION & NIGHT DUTIES)

	ESSENTIAL	**DESIRABLE**
PROFESSIONAL/TECHNICAL QUALIFICATIONS	LITERACY AND NUMERACY. ABLE TO UNDERSTAND WRITTEN DOCUMENTATION AND KEEP ACCURATE RECORDS.	GCSE ENGLISH AND MATHS
EXPERIENCE & JOB KNOWLEDGE	WORKING OR VOLUNTEERING WITH ANIMALS (FOR ANIMAL CARE ROLE)	NVQ LEVEL 2/3 IN ANIMAL CARE OR EQUIVALENT. FULL CLEAN DRIVING LICENCE. EXPERIENCE WITH A WIDE RANGE OF ANIMALS AND THEIR FIRST AID DRIVING LICENCE
SKILLS & COMPETENCIES	WORKING WITH THE PUBLIC WORKING AS PART OF A TEAM STRONG INTERPERSONAL SKILLS AS EVIDENCED BY PAST EXPERIENCE AND ABLE TO COMMUNICATE BOTH IN WRITING AND VERBALLY ADMINISTRATION PROBLEM SOLVING	EXPERIENCE IN ANIMAL RESCUE COMPUTER RELATED SKILLS CUSTOMER FOCUS FIRST AID QUALIFICATION VETERINARY NURSE QUALIFICATION
PERSONAL QUALITIES	RESILIENCE TO STRESS AND EMOTIONALLY STRONG (EUTHANASIA) GOOD COMMUNICATION SKILLS A CONFIDENT AND SYMPATHETIC ATTITUDE TOWARDS ANIMALS AND THE GENERAL PUBLIC	ABILITY TO DEVELOP AND IMPLEMENT BEST PRACTICE GUIDELINES ABILITY TO FOSTER POSITIVE RELATIONSHIPS BETWEEN BUSINESSES, PUBLIC, STAFF AND VOLUNTEERS ABILITY TO TRAIN AND SUPERVISE AND MOTIVATE OTHERS ABILITY TO DEMONSTRATE SOUND JUDGMENT BASED ON KNOWLEDGE AND UNDERSTANDING ABILITY TO PLAN, PRIORITISE AND WORK UNDER PRESSURE ABILITY TO DEMONSTRATE A SOUND APPROACH TOWARDS OTHERS AND OPERATE WITH CONFIDENCE AND INTEGRITY ABILITY TO COMMUNICATE WITH THE MEDIA
SPECIAL CIRCUMSTANCES (if any)	PREPARED TO WORK UNSOCIAL HOURS PREPARED TO WORK NIGHT DUTIES PREPARED TO TAKE PART IN ANIMAL RESCUES AND LIAISING WITH OTHER ORGANISATIONS TO CARRY THESE OUT	Maintaining vehicles and animal rescue equipment

Appendix 3

JOB DESCRIPTION

A. MAIN JOB PARAMETERS

JOB TITLE:	Receptionist
LOCATION:	GSPCA
ACCOUNTABLE TO:	GSPCA Manager/Deputy, daily supervisor are The Senior Animal Care Assistants
RESPONSIBLE FOR:	Reception and Administration Duties

B. OVERALL PURPOSE OF THE JOB

The post involves acting as an interface between the general public and the GSPCA, ensuring the society is portrayed as professional, caring and informative about animal care. To establish and maintain good customer care and relations and to undertake and complete all relevant administrative procedures in accordance with prescribed practice.

To ensure that acceptance, boarding, welfare complaints, animal pet tributes, adoption and post adoption processes and procedures are conducted correctly, thoroughly and professionally.

C. PRINCIPAL RESPONSIBILITIES

To undertake or assist with the following responsibilities as directed by the GSPCA Manager/Deputy and Supervisors:

1. Staffing

i. To ensure information regarding animals being moved are correct and occasionally assist staff with these duties.

ii. Ensuring all health and safety measures and procedures are observed and adhered to by staff, volunteers and the general public whilst carrying out any duties. Reporting any accidents or incidents promptly and correctly in accordance with the GSPCA procedures.

iii. Implementation of practical, day-to-day coaching and support to staff within the facility when required.

2. Animal Welfare

i. The daily care, watering, feeding, hygiene, cleanliness and exercise, as appropriate to their species, of animals accommodated within the facility.

ii. The prevention of outbreaks and transmission of disease by maintaining a clean work place.

iii. Co-operation and liaison with veterinary surgeons in accordance to set procedures.

iv. Assist with stock control of equipment, retail stock and cleaning supplies for the facility.

v. Supervision of animal handling and transportation within and associated with the facility.

vi. To co-ordinate the implanting of micro-chips, in accordance with prescribed practice and completion of records. Trained staff only are to assist in this requirement. All relevant recording documentation is to be completed in full and legibly.

3. Receipt. Assessment and Disposal of Animals

i. Non veterinary health assessment of animals and completion of all associated reports are logged.

ii. Ensuring all animals on entry are transported in accordance with the GSPCA procedures in a caring and humane method.

iii. Drawing attention of superiors to animals not considered to be fully healthy or considered to require veterinary attention and their transport.

iv. To arrange work as an agent of the GSPCA when required to do so by a Veterinary Surgeon on GSPCA business.

v. Subject to instruction from Management, to take details for animal rescue operations and pass on relevant information.

4. Security and Upkeep of Equipment

i. Regular inspection of all equipment within the facility, with early reporting of any defects or deficiencies found.

ii. Ensuring that the vehicles/buildings associated with the facility and their surroundings are maintained in a tidy and presentable standard.

iii. Ensuring the security of vehicle/facility entrances, buildings and contents at all times.

5. Public Relations

i. Ensuring that good relations are maintained and a professional, caring, compassionate image in all duties.

ii. To ensure all uniform, appearance and vehicle procedures are adhered to and promote the good name of the Society.

iii. When requested to communicate with the media as an ambassador for the organisation.

iv. Assistance to the GSPCA Manager/Deputy in the organisation of fund-raising and publicity events for the Centre and with visits by schools or other groups.

v. Taking all telephone enquiries into the Shelter, either answering queries directly or passing the caller to the correct department.

vi. Shop management, including ordering, stocking, pricing, displaying and reviewing stock levels as well as reconciliation of takings on a daily, weekly and monthly basis

vii. Dealing with the Inspectorate, Trustees, staff, volunteers and general public on a range of issues including animal acceptance and adoptions.

viii. Efficient recording, filing and retrieval of all administrative records relating to animal

acceptance, adoption and rehoming procedures.

ix. Liaising, arranging and processing home visits.

x. Liaising and interviewing prospective adopters or public bringing animals to the facility, booking appointments as required for boarding, cremations and arranging transportation for animals where appropriate

xi. Assisting when required with administrative tasks and developing knowledge of I.T. systems

xii. Ensuring the cleanliness and tidiness of all areas of reception and shop is maintained at all times.

xiii. Adhering to all relevant Health and Safety policies and procedures.

6. General

i. Provision of cover for other departments when requested.

ii. Providing assistance to Welfare staff where requested and liaise with the Welfare Department in matters pertaining to Animal Welfare issues and to supply written reports on any findings within the following 24 hour period.

iii. Fulfilment of the duties and responsibilities of the Welfare Staff when authorised to act on his/her behalf during his/her absence.

iv. To participate in any relevant training that the Society may determine is necessary.

iv. Any other duties as directed by the GSPCA Manager/Deputy.

PERSON SPECIFICATION

JOB TITLE: GSPCA RECEPTIONIST

	ESSENTIAL	DESIRABLE
PROFESSIONAL/TECHNICAL QUALIFICATIONS	LITERACY AND NUMERACY. ABLE TO UNDERSTAND WRITTEN DOCUMENTATION AND KEEP ACCURATE RECORDS.	GCSE ENGLISH AND MATHS EUROPEAN COMPUTER DRIVING LICENSE
EXPERIENCE & JOB KNOWLEDGE	WORKING OR VOLUNTEERING WITH ANIMALS OR THE PUBLIC	NVQ LEVEL 3 IN ANIMAL CARE OR EQUIVALENT OR CUSTOMER SERVICES. FULL CLEAN DRIVING LICENCE. EXPERIENCE WITH A WIDE RANGE OF ANIMALS AND THEIR FIRST AID DRIVING LICENCE
SKILLS & COMPETENCIES	WORKING WITH THE PUBLIC WORKING AS PART OF A TEAM STRONG INTERPERSONAL SKILLS AS EVIDENCED BY PAST EXPERIENCE AND ABLE TO COMMUNICATE BOTH IN WRITING AND VERBALLY ADMINISTRATION PROBLEM SOLVING COMPUTER RELATED SKILLS CUSTOMER FOCUS USE OF SOCIAL MEDIA	EXPERIENCE IN ANIMAL RESCUE FIRST AID QUALIFICATION VETERINARY NURSE QUALIFICATION DEVELOPING A PRICING STRATEGY RUNNING A CHARITY SHOP TRAINING VOLUNTEERS
PERSONAL QUALITIES	RESILIENCE TO STRESS AND EMOTIONALLY STRONG (EUTHANASIA) GOOD COMMUNICATION SKILLS A CONFIDENT AND SYMPATHETIC ATTITUDE TOWARDS ANIMALS AND THE GENERAL PUBLIC	ABILITY TO DEVELOP AND IMPLEMENT BEST PRACTICE GUIDELINES ABILITY TO FOSTER POSITIVE RELATIONSHIPS BETWEEN BUSINESSES, PUBLIC, STAFF AND VOLUNTEERS ABILITY TO TRAIN AND SUPERVISE AND MOTIVATE OTHERS ABILITY TO DEMONSTRATE SOUND JUDGMENT BASED ON KNOWLEDGE AND UNDERSTANDING ABILITY TO PLAN, PRIORITISE AND WORK UNDER PRESSURE ABILITY TO DEMONSTRATE A SOUND APPROACH TOWARDS OTHERS AND OPERATE WITH CONFIDENCE AND INTEGRITY ABILITY TO COMMUNICATE WITH THE MEDIA
SPECIAL CIRCUMSTANCES (if any)	PREPARED TO WORK UNSOCIAL HOURS	Maintaining vehicles and animal rescue equipment