



CAREERS INFORMATION



learnwithdogstrust.org.uk



CAREERS WITH DOGS TRUST

What does Dogs Trust do?

Today Dogs Trust is the UK's largest dog welfare charity and cares for over 15,000 dogs each year through its network of 20 rehoming centres in the UK, and one in Dublin.

Our mission is to bring about the day when all dogs can enjoy a happy life, free from the threat of unnecessary destruction.

Without Dogs Trust's network of staff, we wouldn't be able to continue to do the work we do in caring for and improving the lives of thousands of dogs each year.

You can find out more about what Dogs Trust does at www.dogstrust.org.uk

Do you want to work in animal welfare?

There are many career choices when working within animal welfare, from a Canine Carer to a Veterinary Surgeon. Each role plays a crucial role in the success of Dogs Trust.

Whilst there are many roles that look after the dogs directly within our rehoming centres, there are also many more that help to care for the dogs in other ways. As well as paid roles, we also have opportunities for volunteers to help us in the important work we do, gaining new skills and experience themselves.

Have a look at our careers fact sheets to find out more!

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REHOMING CENTRE MANAGER

Our rehoming centres are where abandoned and unwanted dogs are handed into Dogs Trust to be cared for and found a new loving home. A Rehoming Centre Manager is responsible for the day-to-day running of the centre. They manage the staff there and ensure that all dogs in their care are kept healthy and happy and find new homes.



Duties include:

- ✓ Overseeing and managing all staff
- ✓ Ensuring all dogs in their care are healthy and well looked after
- ✓ Dealing with any problems that arise such as sickness and power cuts.
- ✓ Administration and finances
- ✓ Customer/supporter relations
- ✓ Making lots of big decisions

Qualifications and experience:

- ✓ Significant experience in centre management, ideally in dog rehoming or kennels
- ✓ Experience in dog welfare and customer service
- ✓ Experience in staff management and recruitment
- ✓ Budget management experience, good IT and administrative skills

Skills:

- ✓ Positive upbeat personality
- ✓ Energy, commitment and enthusiasm
- ✓ Excellent communication and interpersonal skills (verbal and written)
- ✓ Self-initiative
- ✓ Decision making
- ✓ Presentation skills
- ✓ Team leader, team motivator and manager

Working hours

- ✓ Full-time, shift pattern

What's the best thing about being a Rehoming Centre Manager?

"It's great to see the team here at the centre working together to care for all of the dogs and find them new homes."

Richard, Rehoming Centre Manager, Harefield



CANINE CARER

A Canine Carer is also based at the rehoming centre and is responsible for looking after the dogs; which involves walking them, feeding them, keeping kennels clean and other duties as needed.



Duties include:

- ✓ Feed, water, groom and exercise dogs at the rehoming centre each day
- ✓ Clean kennels to help keep the centre clean and tidy
- ✓ Deal with members of the public, help to match the right dog to the right family

Qualifications and experience:

- ✓ Previous experience with animals
- ✓ Knowledge of dog welfare
- ✓ Full, clean, manual driving license
- ✓ Minimum age: 18 years' old
- ✓ On the job training

Skills:

- ✓ Positive and proactive attitude
- ✓ Excellent communication and interpersonal skills (verbal and written)
- ✓ Reliable and flexible
- ✓ Hardworking
- ✓ Team player
- ✓ Good organisational and time management skills

Working hours

- ✓ Full-time, shift pattern

What's the best thing about being a Canine Carer?

"I love working closely with dogs every day and feel really happy when we find dogs a new, loving home."

Kayleigh, Canine Carer, Manchester



VETERINARY SURGEON

A Veterinary Surgeon plays a vital role in caring for the dogs at Dogs Trust. They are responsible for carrying out surgery on the dogs when needed and administering any medicines after a full examination and diagnosis. A Veterinary Surgeon also manages the Vet Nurses at the centre.



Duties include:

- ✓ Examining the dogs in their care, completing full diagnosis and administering a care plan
- ✓ Carrying out surgery on the dogs where needed, which can be anything from a neuter to a broken limb
- ✓ Managing Vet Nurses and instructing them under their supervision
- ✓ Utilising and managing a database containing all medical details of the dogs cared for

Skills:

- ✓ Self-motivated
- ✓ Self-initiative
- ✓ Flexibility
- ✓ Ability to work as part of a team
- ✓ Excellent communication and interpersonal skills

Qualifications and experience:

- ✓ Registered MRCVS with solid experience in general animal practice
- ✓ Experience of veterinary practice management
- ✓ Good IT skills
- ✓ Administration and project management experience

Working hours

- ✓ Full-time, shift pattern

What's the best thing about being a Veterinary Surgeon?

"When completing a successful operation on a badly injured dog, it is great to see them make a full recovery and get back to being a healthy and happy animal."

Seonaid, Veterinary Surgeon, Darlington



VETERINARY NURSE

A Veterinary Nurse is responsible for providing skilled supportive veterinary care for all dogs at the rehoming centre that need treatment.



Duties include:

- ✓ Carrying out regular health checks and administering and dispensing treatments such as flea treatment, worming, and medication prescribed by the vet
- ✓ Monitoring anaesthetic and assisting during surgery
- ✓ Undertaking minor surgery, bandaging and wound management
- ✓ To assist the vet surgeon in the examination and treatment of dogs
- ✓ Educating dog owners in good animal care by providing sound, correct advice
- ✓ To ensure high standards of animal welfare, hygiene and nursing care are maintained

Skills:

- ✓ Excellent communication and interpersonal skills
- ✓ Good IT and administrative skills
- ✓ Proactive and resourceful
- ✓ Ability to multi-task
- ✓ Calm under pressure
- ✓ Capacity for hard work

Working hours

- ✓ Full-time, shift pattern

What's the best thing about being a Veterinary Nurse?

"I enjoy helping dogs to feel better. It is a fantastic feeling when a dog who was very sick makes a great recovery because we've given the right treatment and medicine."

Jen, Veterinary Nurse, Manchester

Qualifications and experience:

- ✓ RCVS Veterinary Nurse Qualification
- ✓ Experience of working in a busy veterinary practice and/or working in a hands on animal environment



TRAINING & BEHAVIOUR ADVISOR (TBA)

A TBA is responsible for the training and behavioural needs of dogs that may be difficult to rehome or just need extra care and training. TBA will also offer advice to both existing dog owners and new dog owners.



Duties include:

- ✓ Working with dogs that are difficult to rehome because of behavioural problems
- ✓ Assessing newly arrived dogs and identifying behavioural problems in them
- ✓ Designing dog training programmes for these and other dogs in our care
- ✓ Offer advice and help to new owners and help dogs to settle in to their new homes
- ✓ Hold training classes at the rehoming centre

Skills:

- ✓ Good communication and interpersonal skills
- ✓ Self-motivated
- ✓ Ability to work on your own initiative
- ✓ Enthusiastic and positive attitude

Working hours

- ✓ Full-time, shift pattern

Qualifications and experience:

- ✓ Have a thorough knowledge of dog behaviour and welfare
- ✓ Experience in handling difficult dogs
- ✓ Experience of working within animal welfare or related practices
- ✓ Able to create and implement programmes to improve dog behavioural problems
- ✓ Qualification in Animal Behaviour is desirable

What's the best thing about being a TBA?

"It's wonderful to work with dogs and to help those dogs who need a bit of extra support to learn good manners and behaviour. I feel really proud when a dog I have worked with learns something new and finds a great home because of their good behaviour."

George, TBA, Darlington



EDUCATION AND COMMUNITY OFFICER

Education and Community Officers visit primary and secondary schools to teach children and young people about responsible dog ownership and how to stay safe around dogs.



Duties include:

- ✓ Visiting schools to deliver workshops on responsible dog ownership and dog safety
- ✓ Being involved in education projects such as our annual 'dogs in war' poetry competition
- ✓ Creating lesson plans, activities and education resources
- ✓ Administrative tasks to record workshop booking details
- ✓ Delivering workshops to children who are afraid of dogs and teaching them how to stay safe
- ✓ Working at events promoting responsible dog ownership and dog safety within the community

Skills:

- ✓ Excellent communication and interpersonal skills
- ✓ Creativity
- ✓ Self confidence
- ✓ Flexibility
- ✓ Self-motivation
- ✓ Ability to work on your own initiative

Working hours

- ✓ Full-time

Qualifications and experience:

- ✓ Teacher certification
- ✓ Experience of working with children in a classroom or similar environment
- ✓ Good basic knowledge of responsible dog ownership and dog safety
- ✓ Organised and able to manage their diary effectively
- ✓ Disclosure and Barring Service clearance

What's the best thing about being an Education Officer?

"I love working with young people and helping them to learn more about responsible dog ownership and how to be safe around dogs. I really enjoy creating new and exciting activities; making sure that my workshops are educational but lots of fun too!"

Kelly, Education Officer, North London



CUSTOMER SERVICE AGENT

A Customer Service Agent is responsible for dealing with customer enquiries for the whole organisation including taking donations and maintaining a strong relationship with our supporters.



Duties include:

- ✓ Being first point of call for customer enquiries via telephone, email and post
- ✓ Dealing with customer enquiries efficiently and effectively
- ✓ Taking donations and processing these through the database
- ✓ Liaising with other teams and having a sound knowledge of what each team deals with
- ✓ Reception cover- meeting and greeting visitors, booking couriers, meeting room bookings etc

Qualifications and experience:

- ✓ Some experience in customer services
- ✓ Good IT skills including database experience
- ✓ On the job training

Working hours

- ✓ Full-time

What's the best thing about being a Customer Service Agent?

"Getting to know the workings of Dogs Trust in full and how all teams come together to raise vital funds to be able to look after all of the dogs in their care."

Hannah, Customer service agent,
Head Office London

Skills:

- ✓ Strong communication skills
- ✓ Professional telephone manner
- ✓ Flexibility
- ✓ Good teamwork skills
- ✓ Ability to work quickly, under pressure and unsupervised



FUNDRAISING ASSISTANT

A Fundraising Assistant is responsible for maintaining a strong relationship with current supporters, keeping them up-to-date with Dogs Trust's latest campaigns and projects.



Duties include:

- ✓ Maintaining a strong relationship with supporters and building relationships with new supporters
- ✓ Maintaining an up-to-date database of supporter details
- ✓ Liaising with supporters via post, email and telephone

Skills:

- ✓ Good interpersonal skills
- ✓ Strong organisational skills
- ✓ Attention to detail
- ✓ Team player
- ✓ Proactive and able to work independently

Qualifications and experience:

- ✓ Some experience in fundraising or direct mailing
- ✓ Good IT Skills, good written and research skills, and good telephone manner

What's the best thing about being a Fundraising Assistant?

"Learning how Dogs Trust effectively raises important funds to successfully look after so many dogs in their care as well as funding other vital projects."

Jodie, Fundraising Assistant,
Head Office London

Working hours

- ✓ Full-time



VOLUNTEERING WITH DOGS TRUST



Why volunteer?

As well as having full and part time employees, Dogs Trust also has lots of volunteers who give up their time to help us for free. Volunteers are an integral part of the Dogs Trust team. We are very fortunate to have over 3,500 volunteers helping us all over the UK, and we could not achieve our mission without them. Over the last year, we have cared for almost 17,000 dogs and our volunteers gave a phenomenal total of 215,584 hours of their precious time to Dogs Trust.

Volunteering gives you the chance to gain experience, develop your skills, build confidence and meet new people.

What do volunteers do?

Volunteers help in many aspects of our vital and lifesaving work across the whole of Dogs Trust, whether it is raising money at our events or in charity shops, giving a dog waiting for its new home some extra love and attention, or ensuring our centres look welcoming and attractive to visitors and potential adopters. Every role is so important to us and our success.

What makes a good volunteer?

- ✓ ENTHUSIASM
- ✓ COMMITMENT
- ✓ PATIENCE
- ✓ COMPASSION
- ✓ GOOD COMMUNICATION

What skills do I need?

Volunteers receive training to help them in their role to the best of their ability. A willingness to learn is essential! It may be beneficial to have a working knowledge in some areas - in maintenance and gardening roles, for example - but we welcome applications from everyone.

How old do I have to be?

You must be over the age of 18 to volunteer with Dogs Trust.



SOME OF OUR VOLUNTEERING ROLES:



ADMINISTRATOR

Administrators are essential to the smooth running of our centres, which often require help with administration tasks such as filing, data entry and arranging appointments.



MEDIA SUPPORT

Media Support volunteers work with our centre staff to take photos and videos of dogs in our care which will be used to help promote them on our website, in the centre and on social media to enhance their rehoming prospects.



CANINE CARE ASSISTANT

Canine Assistants help to take care of the dogs that we rescue, whilst they are waiting for their new homes. Part of the daily routine is to clean out the kennels, which involves washing bedding and cleaning floors, windows and walls.



RECEPTION MEET AND GREET

This supporting role involves working with our reception teams to ensure that all visitors to the centres are welcomed and their needs are attended to and on occasion will help out with administrative tasks.



DOG SCHOOL VOLUNTEER

Volunteers support our Dog School coaches setting up and packing down equipment, helping with administration and helping owners with the training tasks during classes.



SHOP ASSISTANTS

Shop Assistants support the work of our charity shops by helping with the smooth running of the shop including till work, pricing up, steaming and sorting of donations. All whilst providing a wonderful service to our customers.



GARDENER AND GROUNDS ASSISTANT

Gardener and Grounds Assistants help to undertake general gardening duties and carry out ad hoc maintenance tasks.

To view the latest volunteer roles available, and to watch some of our volunteers talking about what they do, visit: www.dogstrust.org.uk/getinvolved/volunteering

There's also a useful FAQs section.



WHAT TO DO NEXT?

If you think you would like to work for Dogs Trust or another animal charity, then you need to find out as much as you can about the role that interests you.

You need to know what qualifications and experience you need to do that job. You should also consider what skills the job requires, and how you could develop or improve them now to help you get the role once you are qualified.

You could also try and gain experience by volunteering for Dogs Trust or another charity.

Remember, it doesn't always matter where you gain your work experience, every job develops your knowledge, experience and skills. You just need to be able to show how these relate to the job that you want.

If you are 18+ and interested in volunteering for Dogs Trust, contact your local rehoming centre or shop.

www.dogstrust.org.uk/get-involved/volunteering

If you live too far away from a Dogs Trust rehoming centre you could contact your local animal welfare charities to ask if they have any volunteering opportunities.



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