

Job Description

Job Title:	Rehoming Coordinator
Department:	Rehoming
Reporting to:	Rehoming Manager
Responsible for:	N/A
Grade:	7a
<p>Context and Scope: Bransby Horses was founded in 1968 by Peter Hunt, who’s lifelong passion for horse welfare continues as the charity works flexibly to meet the growing demands on horse welfare charities. Working together our shared mission is to create positive impacts on the lives of horses, ponies, donkeys and mules.</p> <p>The charity provides unconditional care of equines and where possible their rehabilitation and rehoming through our rehoming Perfect Partners Scheme. This role will ensure the smooth running of the procedure of matching and rehoming equines and will ensure that all aspects of the scheme are delivered with excellence and professionalism.</p>	
<p>Main Purpose: This is a key role for the Rehoming Team to enable to smooth running of the rehoming scheme with regard to the coordination and administration of all required procedures and the relevant paperwork.</p>	
<p>Summary of Main Duties:</p> <ul style="list-style-type: none"> • To work as a first point of contact for the department receiving all enquiries to the Rehoming Team and responding with timely and effective communications. • Process all Perfect Partners application forms in a timely manner seeking additional information from the applicant where required in order to share with the relevant equine teams for matching. • Review all matches put forward by the equine teams and contact the applicant to discuss and secure the best partnership ensuring a transparent, supportive, and positive customer journey. • Liaise with the Rehoming Officer and Rehoming Coach to arrange Premises Checks.. • Ensure all administrative tasks required for rehoming process compliance are completed throughout the rehoming journey from first contact to collection including Pre Home-Health Check, payment, Rehoming Pack and Rehoming Agreement. 	

Bransby Behaviours

A framework of key behaviours that enable us to achieve continued success for the charity in delivering equine welfare.



- Provide advice to fosterers in line with Bransby Horses guidance as and when required. Work proactively with the Foster Liaison Team ensuring accurate and timely progress of documentation for equines on a rehoming pathway. Create and upload equine profiles of horses available for rehoming to the website.
- Liaise with the Rehoming Manager and Marketing department to create a social media schedule to run throughout each year responding to supply and demand trends appropriately.
- Attend the Equine Team Leader Meeting on a regular basis to share relevant rehoming updates.
- Lead on recruitment to the Foster Liaison Team roles, carry out informal interviews and facilitate the monthly Foster Liaison Team Training as agreed with the Rehoming Manager.
- Take ownership of the relevant data trackers to collect accurate various packages of data to support with information for monthly KPIs, quarterly reports and forward planning for the rehoming department.
- To support the Rehoming Team as required.

Compliance to Policy & Procedure

- Observe and be accountable for your own health and safety as well as others on site as per our Health and Safety Policy and Procedures.
- To ensure that any advice or guidance provided is in line with the Bransby Horses professional advice and guidelines.
- Complete all accessible training and CPD relevant to your role.
- It may be necessary to undertake other duties or work in other departments to fulfil the objectives of the charity or during busy periods.
- To keep confidential data secure and only process data as per the GDPR regulations and as per our Data Protection Policy.
- Develop relationships with other departments as required and work together for the benefit of the charity.
- To promote Bransby Horses and its work to all visitors and members of the public and ensure an efficient service in line with the Bransby Behaviours.

This is not an exhaustive list of all of the duties that may need to be undertaken. It may be necessary to undertake other duties to fulfil the objectives of the charity.

Person Specification

Education & Qualifications:	<ul style="list-style-type: none"> • Educated to a good standard in English and Maths. • Equine experience is essential, qualifications desirable.
Experience & Knowledge:	<ul style="list-style-type: none"> • Previous administrative experience in a busy office role. • Knowledge of equine conditions and ailments. • Up to date knowledge of equine welfare practices and policies. • Experience working in a charity would be desirable
Skills & Competencies:	<ul style="list-style-type: none"> • Be effective in both verbal and written communications and have the ability to communicate confidently at all levels of authority within the organisation. • An good level of IT skills is essential including experience of using Excel and databases. • Be able to communicate effectively and positively with team members and members of the public. • Excellent organisation, problem solving skills and the ability to plan and adapt. • Be able to prioritise and work to deadlines in a busy environment. • Have good attention to detail and be meticulous in all tasks.
Personal Attributes:	<ul style="list-style-type: none"> • Positive, professional and enthusiastic • Responsive and resilient • Able to work effectively on your own as a part of a team. • Willingness to learn; quickly, to develop skills and to adapt to various situations. • Commitment to the charity's purpose • Discreet when dealing with confidential or sensitive matters. • Able to promote a professional image of the charity at all times.
Other:	<ul style="list-style-type: none"> • Willingness to travel between sites. • Flexibility to work out of contracted hours on occasions. Due to the nature of our work some bank holiday, evening and weekend working may be required