

## Job Description

<b>Job Title:</b>	<b>Rehoming Manager</b>
<b>Department:</b>	<b>Rehoming</b>
<b>Reporting to:</b>	<b>Executive Director of Equine Welfare</b>
<b>Responsible for:</b>	<b>Rehoming Officer Rehoming Coach Rehoming Coordinator Fosterer Liaison Team</b>
<b>Grade:</b>	<b>3b</b>
<p><b>Context and Scope:</b> 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>Rehoming is one of our equine welfare commitments, forming a key arm in Welfare Impact and Sustainability. Our successful rehoming scheme reflects our dedication to both fosterers and equines. Providing every opportunity for equines to find a new home in loving foster care, which in turn provides space for rescued equines. We believe that every equine is perfect in their own way and work hard to find a new home that matches their individual needs. We give equines a place to build trust in people, feel safe and have a good quality of life- our family of Bransby Fosterers is key to this.</p> <p>The success of placing and retaining equines in foster homes is essential to enable the continued overall operations and capacity of our rescue and intake services and deliver upon the objects of the charity. The rehoming scheme must be desirable and trusted, with a good reputation nationwide.</p> <p>There are over 600 horses in fostered homes across the UK and approximately 100 horses placed in foster homes every year.</p>	
<p><b>Main Purpose:</b></p> <ul style="list-style-type: none"> <li>• Ensure that equines are given opportunities for a home with a skilled and caring fosterer.</li> <li>• Manage and oversee the Perfect Partners rehoming scheme.</li> <li>• Protect and enhance the reputation of the charity externally through delivery of professional and caring applicant and fosterer experiences.</li> <li>• Ensure that all aspects of the scheme are delivered with excellence and professionalism.</li> </ul>	

## Bransby Behaviours

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



- Maximise opportunities to rehome our equines.

### **Summary of Main Duties:**

#### **Rehoming Scheme Responsibilities**

- Be responsible for all equines under the rehoming scheme.
- Ensure that all rehoming opportunities are maximised.
- Liaise with relevant departments advertise potential ridden and companion animals in a timely manner.
- Ensure a coordinated approach across the Charity for the effective rehoming of equines.
- Ensure all care provision is up to date and performed in line with the Bransby Horses Policies and Procedures for the purposes of rehoming.
- Represent Bransby Horses as a key member of the NEWC Rehoming Network to share best practice and identify opportunities to collaborate with other charities.

#### **Fosterer and Applicant Experience and Relationships**

- Ensure that public contacts are managed in such a way to ensure that equine welfare is the paramount consideration while offering a good fosterer experience.
- Create content as required to engage prospective and establish fosterers for use in marketing outputs.
- Administer and oversee the Rehoming Facebook Page for current fosterers.
- 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.
- Establish and nurture supportive relationships with the fosterers.
- To ensure effective communication across the rehoming literature and teams regarding the standards of equine care and horse management required of fosterers.
- Be responsible for conflict management or serious concerns regarding fosterers or welfare of equines. Act to protect the charity's reputation through dealing with issues sensitively whilst keeping the welfare of equines as a paramount consideration.

#### **Control and Management of Records**

- To ensure an excellent level of record keeping and administration with regard to the rehoming scheme across all departments in line with the charity's policies and procedures.
- Database use: ensure that records are accurate and up to date. Use KPIs can be to monitor trends, produce reports and pro-actively used to improve the rehoming scheme.
- Support the team to take responsibility for auditing and collating relevant reports.

#### **Oversight of Professional Service Provision**

- Oversee the procurement of services for the external training of equines for Bransby Horses. Undertake detailed background checks to ensure training methods and equine husbandry are aligned with Bransby Horses values and processes are ethical.
- Ensure good communication and working relationships with all service suppliers, providing a point of contact where appropriate for these.
- Oversee the delivery of para-professional and equine support services, ensuring that any equine care contractors are aware of and follow the relevant Bransby Horses procedures.
- Facilitate discussion with professional service providers when necessary to clarify requirements, resolve professional differences and ensure good working relationships

between all prospective or established fosterers, the rehoming team and equine care contractors.

### **Rehoming Scheme Development**

- Work with the Executive Director of Equine Welfare when larger opportunities arise for charity rehoming, ensuring retention and enhancement of the charity's values..
- Review opportunities to create new strands of activity. Create recommendations for any new initiatives, ensuring that the proposed schemes will be cost effective, legally compliant and in-line with the charity's values. Replace initiatives that lag with new ideas to ensure there is continual development of fresh opportunities.
- Be responsible for implementing rehoming initiatives, monitor against targets, budgets and report upon the same.

### **Other**

- As required, prepare specifications and tender documentation for agreed contract work and capital projects and ensure that work is carried out and delivered to the required standards.
- Enforce strict stock control of all charity property and manage the cost-effective use of all resources and equipment.
- Be a member of the Equine Point of Contact Rota.

### **Leadership and Management Responsibilities**

- Responsible for ensuring that all areas of the Rehoming department are appropriately resourced, to deliver upon the department plans and in-line with the charity's values and budgets.
- Oversee the delivery of the Rehoming operational plan, ensure these are translated into team objectives and KPI's and that they are achievable, delivered upon in a timely and efficient manner and support the delivery of income and expenditure budgets.
- Create and lead a high performing team. Be a role model for good management, motivating, supporting, giving and receiving feedback to develop teams..
- Be accountable for all of your team and ensure they are managed in line with the charity's employment policies,, procedures and employee handbook.
- Be accountable for the health and safety of you and all members of your team and carry out responsibilities set out in the Health and Safety Policy and Procedures.
- Be proactive in keeping up to date with changes in legislation and guidance relevant to the work of the department and charity; ensuring staff are sufficiently trained and compliant.
- Complete all accessible training and CPD relevant to your role and oversee the training and development of the team to ensure that they are competent and confident in fulfilling their roles. Ensure that the team attends all appropriate training and CPD and provide support where necessary.
- Ensure that all activities are in line with the and Data Protection Act and General Data Protection Regulations, Charity Commission guidelines.
- Ensure the provision of good quality, timely, reports such as monthly KPI reports and quarterly reports for management and Trustees and any other reports as may be required from the department.
- Responsible for production of, and compliance with, procedures which relate to the areas of work covered by the role holder. Ensure that all activity complies with the charity's policies and procedures and that these are embedded and understood

throughout the wider team, updated as required and incorporate change in legislative and compliance.

- As part of the management team, to embed the charity values and Bransby Behaviours into your team's daily performance.

**Other**

- Develop strong working relationships with other departments as required and identify interdependencies for successfully working together for the benefit of the charity. As part of the management team by working collaboratively with the all teams, responding to operational demands by providing employees to support other teams where possible.
- Build and maintain relationships with key stakeholders within the charity, equine welfare sector and other charity contacts.
- Deal with confidential and sensitive information appropriately following Data Protection and GDPR procedures at all times.
- Ensure that any advice or guidance provided is in line with the Bransby Horses professional advice and guidelines.
- To promote Bransby Horses and its work to all visitors and members of the public.

**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

<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Likely to be educated to degree level or equivalent experience.</li> <li>• An industry qualification, BHSAI or equivalent as a minimum is desirable.</li> </ul>
<b>Experience &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>• Significant experience of working in an equine environment</li> <li>• At least two years experience at management level</li> <li>• Customer service industry experience</li> <li>• Demonstrable experience of managing, developing and motivating a team</li> <li>• Experience working in a charity would be desirable</li> </ul>
<b>Skills &amp; Competencies:</b>	<ul style="list-style-type: none"> <li>• Be effective in both verbal and written communications and have the ability to communicate confidently at all levels of authority within the organisation</li> <li>• Able to follow instruction, take responsibility and make sound and clear decisions</li> <li>• A good level of IT skills</li> <li>• Excellent organisation, problem solving and multi-tasking skills</li> <li>• Good employee management, leadership and motivational skills to develop a capable and enthusiastic team</li> <li>• Demonstrates an excellent track record for building strong professional relationships and credibility across all levels of the organisation</li> <li>• To be able to champion animal welfare and best practice, using up to date methods and standards of equine care.</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Self-motivated and work well independently, with minimal supervision</li> <li>• Positive, professional and enthusiastic</li> <li>• Ability to inspire and motivate team members</li> <li>• Responsive and resilient</li> <li>• Willingness to learn; quickly, to develop skills and to adapt to various situations</li> <li>• Commitment to the charity's purpose</li> <li>• A motivational leader that inspires high levels of performance</li> <li>• Discreet when dealing with confidential or sensitive matters</li> <li>• Able to promote a professional image of the charity at all times</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Willingness to travel across site and to sites within UK</li> <li>• 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</li> <li>• This role involves physical activity and/or bending and lifting. The person carrying out this role must therefore be physically fit to enable them to perform their job effectively</li> </ul>