

*The*  
***Donkey***  
*Sanctuary*



**UK Head of Welfare**

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

(01395) 578222

## **Application Information**

The Donkey Sanctuary is a UK based charity working worldwide to improve conditions for donkeys and mules.

### **Mission Statement**

Protecting donkeys and mules and promoting their welfare worldwide.

### **Strategic Objectives**

- To provide best care to donkeys and mules according to need;
- To provide sanctuary from suffering;
- To advance knowledge, raise awareness, increase respect and promote humane behaviour towards the donkey and its needs;
- To be a centre of excellence for donkey health and welfare;
- To promote the practical, educational and emotional benefits of the donkey to society;
- To raise funds and use them, effectively and responsibly, to fulfil our mission;
- To be a responsible and caring organisation.

## **Guidance for Applicants**

### **Applications**

We are committed to recruiting the best people to fill our vacancies in a fair and equitable way. An application form helps us to compare individuals on a like for like basis and for that reason we do not accept a CV and will not be able to process applications that are not completed fully.

The Donkey Sanctuary is an equal opportunities employer and all appointments are made on merit. Short listing is carried out by assessing the information you provide against the requirements of the role as detailed in the Job Description.

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months.

If you are not successful in your application, please do not be discouraged from re-applying; your skills and experiences may be what we need for our next vacancy. In addition we have a wide range of volunteering opportunities across England and the Republic of Ireland.

### **Employment of Ex-Offenders**

Appointment to this post is not subject to a CRB Disclosure however all unspent convictions are requested to be listed on the application form. Please note that unspent convictions apply to any conviction within the last 5 years.

### **Qualifications/Examination Certificates**

Candidates called for interview should bring originals of all certificates to interview.

## **Right to Work Documentation**

Candidates called for interview should bring with them evidence of their right to work within the UK. Documentation that will need to be seen is either:

- a valid UK passport; or
- a P60 and a full birth certificate; or
- If your passport is not from the United Kingdom, but from within the EEA there should be a Residence Permit/Certificate of Entitlement/Registration Card or a stamp;
- If your passport comes from outside the EEA you will have to gain possession of a Visa and a Certificate of Sponsorship, the latter having been issued by the HR Dept.

Please note that we will need to see original documents at interview. The successful applicant will then be asked to bring the original documents with them on their first day of work in order for a copy to be taken and kept confidentially within Human Resources Department. Please note that we are unable to offer make an offer of employment unless proof of right to work has been seen.

## **General Advice to all Applicants**

If you are appointed to the post and you are in receipt of benefit such as Housing and/or Council Tax benefit, Tax Credits or any benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed.

## **Informal Enquiries**

Before submitting an application you may wish to discuss the post further by contacting the Human Resources Department on 01395 573089 or email [applications@thedonkeysanctuary.com](mailto:applications@thedonkeysanctuary.com)

## **Returning Your Application**

You can return your application by post, however if time does not permit, please do fax your application to 01395 573062 or alternatively email your application to [applications@thedonkeysanctuary.com](mailto:applications@thedonkeysanctuary.com) Please note that we do not accept any late applications.

**Closing Date:** All applications need to be received by 12.30pm on  
Monday 27<sup>th</sup> September 2010

## **Employment Package**

### **Probationary Period**

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 month. After 3 months of employment the notice period is 3 months.

### **Holiday**

28 days holiday per year, inclusive of the 8 statutory public holidays. This increases after 12 months of employment by one day each holiday year, until a maximum of 33 days (pro rata) is reached.

### **Sick Pay**

No sick pay is paid during the first 12 months of employment. If an employee is sick during this period they will be asked to take time off as either holiday or unpaid leave.

### **Long Term Sickness Benefit**

Determined by the salary grade of this role, should the appointed applicant become unable to maintain regular employment through ill health, the appointed applicant is entitled to Sickness Benefit (UNUM Group Income Protection Policy).

### **Medical Insurance**

Determined by the salary grade of this role the charity will be providing the appointed applicant with AXA PPP Flexicare private health cover, subject to acceptance of risk by our health insurance provider. Upon commencement of employment the successful applicant will be asked to complete a medical questionnaire, this information is given and kept in confidence. The information will be shared in confidence with our health insurance provider, to enable them to make any necessary adjustment to our policy.

### **Pension Scheme**

After 3 months probationary period, an employee has the opportunity discuss their pension requirements with the company advisor if they wish. Determined by the salary grade of this role there will be an employer's contribution of 15% with a minimum employee contribution of 1%.

### **Death Benefit**

After the successful completion of an employee's probationary period, they are covered under The Donkey Sanctuary Death Benefit Scheme.

### **Performance Reviews**

An employee will receive a probationary review after 3 months of employment. Performance reviews held twice a year with your manager and this is an opportunity to discuss performance, development and training needs with the Line Manager.

## **Job Description**

**Post Title:** UK Head of Welfare  
**Department:** Welfare  
**Grade:** G  
**Responsible to:** Deputy Chief Executive

### **Overall Purpose**

To provide leadership for the UK welfare team to develop and deliver donkey care and welfare services within the UK and provision of welfare advice in the rest of Europe.

### **Main Duties and Responsibilities**

- To contribute to the development of the welfare strategy for The Donkey Sanctuary;
- Provide leadership for the UK welfare team to efficiently and effectively achieve the agreed goals and objectives of the welfare policy and support the implementation of such strategy across the organisation;
- Develop and support best practice in standards of donkey care and welfare within the welfare team and ensure these are monitored, reviewed and communicated to staff across the UK;
- To actively promote improvements in care and welfare for privately owned donkeys across the UK;
- To develop and increase the placement of donkeys in suitable foster homes and provide for their continuing care;
- To ensure that requests for advice and reports of neglect to donkeys receive effective action and responses;
- Monitoring of donkeys owned by commercial operators to promote best practice and care, checking that market conditions for donkeys are similarly in line with best practice;
- Be responsible for managing the relinquishment of donkeys and their transport into The Donkey Sanctuary;
- Provide leadership to ensure the effective and efficient delivery of Donkey Care training to both internal and external customers and seek to develop and improve education in donkey care and welfare in line with welfare strategy;
- Maintain an effective liaison with Head of Welfare in Ireland and welfare team in Europe to ensure best practice;
- To performance manage, develop and support the welfare team in line with the Charity's strategic aims and objectives; ensure that the team understand their contribution to the organisation's strategic objectives and to the Welfare Department's roles and responsibilities within this;
- Responsibility for preparing and managing financial budgets to ensure the efficient use of The Donkey Sanctuary resources;
- To act as an effective member of the senior management team to support the organisation in achieving its strategic aims and objectives;
- Network with other equine organisations and with government officials;
- To carry out any other reasonable duty as may be required;

### **Responsibilities of all Donkey Sanctuary Employees**

- To work within the Charity's guidelines with regard to conduct, recognising its policies with regard to equality and showing respect and cooperation towards fellow colleagues.

- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development.
- To cooperate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

**Direct Line Management Responsibility for:** Five Regional Welfare Officers, Drivers, Training Centre Manager and Welfare Office Support Staff.

### **Knowledge and Skills**

This is a complex and demanding role which will require the post holder to deal with emotionally and physically challenging issues; you will need to be highly motivated and focused in achieving your goals and objectives whilst remaining calm and able to motivate and support a team of office and field based staff.

In addition, the following criteria are required for this post:-

#### **Essential:**

- Educated to degree level in an appropriate degree or equivalent experience in business management;
- Able to show experience of working on your own initiative to lead a successful team, including experience in prioritising against multiple, complex demands and working under pressure;
- Able to show experience in successful performance management, including managing, motivating and developing a team;
- Competent in analysis and use of statistics;
- Excellent written and oral communication skills;
- Able to show experience in preparing and monitoring financial budgets and financial planning;
- Able to show experience in consultation and negotiation skills;
- Computer literate;
- Full valid UK driving licence;

#### **Desirable:**

- Equine experience/qualifications;
- An understanding of animal welfare law.

#### **Personal Attributes:**

- Dedication to improving animal welfare;
- Ability to develop an affective working culture;
- Ability to present a professional image of The Donkey Sanctuary at all times;
- Adaptable to the demands of working in an area of rapid change and development;

## **Communication Links**

Internal:

- Deputy Chief Executive
- Welfare Veterinary Surgeon and Principal Veterinary Surgeon
- Regional Welfare Officers
- Welfare office based staff
- External Liaison Manager
- Training Centre Manager
- Drivers
- General Farm Manager
- Area Welfare Officers
- Transport Department

External:

- Foster owners
- Equine organisations
- Private Donkey Owners
- Government authorities, law makers and enforcers

## **Hours**

35 hours per week; however, due to the seniority and nature of this position, flexibility is required to be able to fulfil the duties of your role. Some commitments will involve weekend working and it is anticipated that a high proportion of hours will be worked away from the office.

## **Location**

The base for this post is at our headquarters in Sidmouth, Devon, however it is expected that a significant amount of your time will be spent working in the field. In addition to extensive UK travel and overnight stays there will also be occasional travel to Ireland and mainland Europe.

## **Note**

To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.