



Deputy Shelter Manager

Location: Exeter, Devon (Live-in)

Working Hours: Full-Time (42 hours per week)

Salary: £28,500 pa - live-in, on-site accommodation provided (total package worth over £40,000 pa)

Reports to: Shelter Manager

About Little Valley Animal Shelter

Little Valley Animal Shelter is an independent, self-funded branch of the RSPCA. It forms the Devon Branch and is located just outside the city of Exeter. Little Valley is dedicated to providing a compassionate environment and appropriate rehabilitation for animals in need until they are ready to be adopted. We pride ourselves on maintaining the highest standards of welfare and ensuring our Shelter is a welcoming and supportive environment for both animals and staff.

We have around 50 members of staff working in various roles across the organisation, from animal care staff, and admin support, to charity shop managers and online retail. We also have over 100 volunteers who work with us both at the Little Valley Shelter and in our shops.

Devon RSPCA has existed for over 180 years supporting animals in need and has been based at Little Valley since 1990. We continue to grow and expand our services, facilities, and animal welfare initiatives in line with the growing demand across the Devon community.

Role Overview:

The Deputy Animal Shelter Manager is responsible for supporting the Shelter Manager in the strategic and operational management of the shelter alongside the Shelter Assistant Manager(s) and the Animal Behaviour Manager.

This role oversees animal intake across the Shelter, managing the individual animal journeys through the organisation and maximising the positive impact of animal care resources. It supports and ensures the effective delivery of exceptional animal care, welfare and rehoming outcomes, as well as team leadership, regulatory compliance, and stakeholder engagement.

Alongside the Shelter Assistant Manager(s), the post-holder will deputise for the Shelter Manager in their absence, providing operational leadership and decision-making as necessary.

Key Tasks and Responsibilities:

Staff and Site Management:

- As part of the Shelter leadership team, to act as a primary on-site Duty Manager.
- To provide out-of-hours cover as a resident on-site team member in addition to the Shelter Manager.

- As part of the Shelter management team, supervise staff, generating and monitoring team rotas, managing planned and unplanned absences.
- Support the recruitment and leadership of Shelter staff, fostering a motivated and dedicated team. Alongside the Shelter management team, lead on their training and development in line with RSPCA standard procedures, ensuring they are kept updated with continuous personal development to help team members feel valued and invested in.
- Support volunteer engagement, ensuring volunteers are well-trained, and feel supported and appreciated.
- Uphold health and safety standards for staff and visitors.
- In addition to other members of the Shelter Management team, undertake performance 1 to 1 meetings, appraisals, and support the implementation of any other HR policies as appropriate.

Animal Welfare:

- Lead on animal intake across all areas of the Shelter and drive the journeys of each individual animal through the Shelter, ensuring high standards of care in line with RSPCA standards and policies.
- In line with leading on the intake of animals into the Shelter, manage animal occupancy by working closely with the Animal Care teams and the Animal Behaviour Manager to ensure that available animal care resources are maximised so that Little Valley can help as many animals as possible.
- Undertake practical animal care and handling to support onsite operations as needed
- Support the maintenance of our well-established relationship with our primary third-party veterinary practice, and other practices in Devon as appropriate.
- Support the management of supplies and equipment, including veterinary drugs, ensuring budget adherence, legal compliance, and efficient stock control.
- Support the management of fostered animals with approved fosterers as needed.

Supporting fundraising and publicity:

- Support the broader charity team in promoting the Shelter's work to the public, soliciting donations, and fostering community support.

General:

- To have a strong desire for self-development, with a willingness and enthusiasm to include ongoing training and taking on new initiatives, projects, and ideas.
- Ensure that all records are accurate, current and adhere to data protection legislation.
- To collaborate with colleagues across the organisation in managing risk.
- To embody the values of Little Valley and broader RSPCA, leading by example.
- Perform all other tasks as may be needed to support the Shelter's operation.

Person Specification

Essential:

- Significant experience in animal welfare, care, shelter management, or a related supervisory role
- In-depth knowledge of animal welfare
- Significant experience of managing/supervising staff and volunteers
- Outstanding customer service skills
- Excellent IT skills including database management and Microsoft office software
- Excellent written and verbal communication skills, including presentation skills, with ability to discuss the welfare and management requirements of animals with a variety of stakeholders, including veterinary teams, Shelter management and animal care colleagues, and members of the public. The ability to develop strong relationships across the organisation and with key external contacts.
- An empathetic listener and able to coach, manage, and develop staff within the organisation in skills related to the welfare and successful rehoming of rescue animals.
- Experience of managing health and safety in the workplace
- An ability to make decisions and remain calm under pressure
- An adaptable and positive can-do approach

Desirable:

- Achieved or working towards a vocational qualification in Animal Care, such as NVQ Level 3
- Performance management and improvement experience
- Change management experience
- Team leadership, management, or coaching qualification
- Animal behaviour qualification
- Veterinary experience

Personal Qualities:

- A solutions-oriented team member with the ability to offer constructive input and feedback confidently and with sensitivity.
- Innovative, creative, and able to solve problems effectively.
- Commitment to Little Valley Animal Shelter's values and mission.
- Flexible, self-motivated, and able to manage multiple tasks in a busy environment.
- Attentive to detail and well-organised with the ability to meet deadlines.
- Open to feedback and values the contribution of others.
- Full UK driving license.

Additional Information:

The role is carried out within general guidelines in accordance with the RSPCA Licensing Scheme and other relevant Branch policies and procedures.

Whilst at work all employees are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Be familiar with and comply with all Little Valley policies and procedures.

In addition:

- The post holder may be required to attend training courses which will involve travel and occasional overnight stays.
- The post holder may be required to drive Little Valley vehicles on matters of business, and so a full driving license is essential

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job.

Benefits

Annual leave: 29 days annual leave (including bank holidays); increasing to 31 days per annum after 5 years continuous service and 34 days after 10 years continuous service

Pension: We contribute to the NEST pension scheme. (Employer contribution 5%, employee contribution 5%)

- On-site accommodation
- Support for training relevant to this role
- Time off in lieu (agreed in advance with line manager)
- Supply of Little Valley uniform
- 29 days annual leave (including bank holidays and an additional day to celebrate your birthday); increasing to 31 days per annum after 5 years continuous service and 34 days after 10 years continuous service
- A great place to work with passionate and dedicated colleagues
- Occupational Sick Pay
- Access to our Health Assured wellbeing scheme
- Use of company vehicle for Little Valley business purposes
- Discounted rates with PetPlan pet insurance