



Forever Foster Co-ordinator

Job Title:	Forever Foster Team Leader - Hayle, Cornwall
Salary:	£28,000 per annum
Hours	35 hours per week (Mon – Fri, 9am to 5pm)
Section:	Community Service Department
Responsible to	Community Services Manager

The Cinnamon Trust is honoured to uphold a special promise we make to owners to ensure their much loved pets will be cared for and placed in a safe, loving home should an owner pass away or move into permanent care. Our team is dedicated to delivering the highest standards of fostering, always putting the owners wishes and animal welfare at the heart of everything we do.

MAIN PURPOSE OF JOB:

The Forever Foster Team Leader will play a central role in this work, collaborating closely with colleagues, management and the Animal Welfare Team to find the most suitable foster homes for pets that come into our care. The team leader will follow established guidance while also contributing to the continued development of fostering best practice within The Cinnamon Trust. Above all, the role requires a genuine love of animals and a passion for helping people.

The team leader will be a warm, approachable point of contact for fosterers and owners-maintaining regular communication, liaising with owners, and supporting them with information and guidance. Building positive relationships with colleagues, volunteers, owners, suppliers, and the public is a key part of the role, ensuring everyone involved feels supported and valued.

You will help set up and manage foster cases, ensuring foster carers receive clear information and feel confident in providing the best possible outcomes for the pets in their care. As an ambassador for The Cinnamon Trust, you will promote our compassionate, values-led approach and help grow a strong and effective network of foster carers for cats, dogs, and many other species.

A positive, “can-do” attitude and excellent communication skills are essential. You should be supportive, empathetic, and confident in problem-solving, with the ability to handle several workstreams at once. Work efficiently on multiple cases in a fast-moving environment, maintaining care and attention to detail with an empathetic approach.

You will work closely with the Animal Welfare Team and management to report any concerns and ensure animals are placed safely.

The role requires clear, professional communication delivered with warmth and support, along with the confidence to handle honest or difficult conversations with compassion. Maintaining thorough and accurate records is an essential element of the role. There may be times when you'll be asked to help share and promote foster opportunities and individual pets to support forever fostering. Supporting owners at the end of life or with terminal conditions, approaching each situation with understanding, compassion, and care in emotionally challenging moment.

Throughout all responsibilities, you will help uphold and promote our values, ensuring excellent service, exceptional animal welfare, and strong support for fosterers and owners. Empathy, kindness, and respect are key to maintaining volunteer engagement and wellbeing. **In addition, you will assist the wider team by taking registration calls and supporting other caseloads as needed.**

This does not involve hands on care/handling of pets as forever fostering involves pets moving from their current home direct to the new home nationwide.

KNOWLEDGE, SKILLS & EXPERIENCE

- Qualification in an animal-related subject or equivalent experience
- Excellent verbal and written communication skills
- Proficiency in Microsoft Office and experience using databases
- Experience working with volunteers
- Experience in an animal welfare or similar environment
- Ability to remain calm and make sound decisions under pressure
- Positive, adaptable approach with strong organisational and planning skills
- Problem-solving ability and forward-thinking mindset
- Confidence in making ethical, well-judged decisions
- Ability to prioritise, manage multiple tasks, and maintain attention to detail
- Collaborative, team-focused attitude with strong interpersonal skills
- Understanding of diversity, confidentiality, and inclusive working practices
- Emotional resilience, with the ability to manage challenging or sensitive situations with compassion
- Have a warm and compassionate approach

Together with such additional general duties as the Employer shall reasonably require, having regard to the needs of the Employer's business as a Charitable Trust.

PERSON SPECIFICATION

Forever Foster Team Leader

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED?
Knowledge	Computer literate and ability to input data onto a database. Love of pets and understanding of their needs.	Knowledge of database systems preferably Access. Own family pets.	Application form. Application form & interview
Skills	Clear telephone manner Customer service skills Effective verbal communication skills Clear and accurate computerised notes onto cases. Confidential manner Ability to use a keyboard	Previous call centre or customer service skills. Understanding the needs of elderly clients. Good standard of literacy and spelling. RSA Stage 1 typing.	Initial telephone call to arrange interview Interview – assess & hypothetical situation Application form and quick test References. Application form & certificates.
Experience	Experience of handling a high volume of calls. An in depth knowledge of MS windows based packages. Animal experience is essential	1 year call centre, telephonist or equivalent experience. Two years administration experience. Previous voluntary experience or employed work with the elderly.	Application form Application form Application & interview