



# Animal Welfare & Sanctuary Lead

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| <b>Salary:</b>        | <b>£38,000 per annum</b>                                                                                                                                                                        |
| <b>Hours</b>          | <b>40 hours per week - plus participation in the on-call rota as required</b>                                                                                                                   |
| <b>Responsible to</b> | <b>The Sanctuary Manager</b>                                                                                                                                                                    |
| <b>Liaises with:</b>  | <b>Animal Welfare Manager, Sanctuary Managers, Animal Care Teams, Volunteer Co-ordinators, Veterinary Practices, Headquarters Staff, Forever Fosterers, Volunteers and the Chief Executive.</b> |

## POSITION SUMMARY

The Cinnamon Trust is the UK's only specialist charity for people in their final years and their pets. Through our nationwide fostering service and sanctuary operations, we provide lifelong care, support and advocacy for animals whose owners can no longer care for them.

The Senior Animal Welfare & Sanctuary Lead will play a key role in ensuring the highest standards of animal welfare across The Trust's Hillside Sanctuary operations. Combining veterinary nursing knowledge with practical animal care leadership, the post holder will provide clinical guidance, welfare oversight, staff training and operational support to ensure every animal in our care receives exceptional standards of care throughout their lives.

This role would suit an enthusiastic, compassionate and proactive Registered Veterinary Nurse or experienced animal welfare professional with strong leadership, communication and training skills. A keen interest in nutrition, behaviour and complementary therapies would be advantageous.

## MAIN PURPOSE OF THE ROLE:

To oversee and promote excellent animal welfare throughout Hillside Sanctuary by:

- Providing advice and support regarding animal health, welfare, nutrition and behaviour.
- Supporting Sanctuary Managers and Animal Care Teams in delivering exceptional care for resident animals.
- Approving and monitoring veterinary treatments and expenditure in accordance with Trust protocols.

- Supporting training, development and welfare standards across sanctuary and foster care environments.
- Championing a holistic approach to animal care, combining evidence-based veterinary medicine with appropriate nutritional and complementary support where beneficial.

The post holder will be committed to ensuring every animal enjoys the highest possible quality of life in a compassionate, home-from-home environment that reflects The Cinnamon Trust's ethos.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Animal Welfare Management**

- Approve veterinary treatment plans and expenditure in accordance with Trust policies and procedures.
- Liaise with veterinary practices to ensure treatment of Trust animals complies with agreed protocols.
- Monitor ongoing veterinary cases, providing advice regarding nursing, recovery, chronic disease management and welfare concerns.
- Identify and escalate welfare concerns relating to animals, fosterers or changing circumstances that may affect animal care.
- Maintain accurate records, case notes and welfare reports using the Trust's database systems.
- Review veterinary invoices and supporting documentation to ensure compliance with authorisation procedures.

### **Nutrition, Behaviour and Complementary Therapies**

- Promote and advise on appropriate nutrition for individual animals, including fresh food, prepared diets and veterinary prescription diets where required.
- Support the responsible use of complementary therapies and welfare interventions alongside conventional veterinary treatment.
- Provide guidance on behaviour, environmental enrichment and quality-of-life improvements for foster and sanctuary animals.
- Maintain and develop knowledge of emerging animal welfare practices to support continuous improvement.

### **Sanctuary Leadership and Support**

- Support Sanctuary Managers in maintaining the health, welfare and happiness of all resident animals.
- Assist in supervising and mentoring Sanctuary Animal Care Teams.
- Deliver training in animal husbandry, welfare assessment, basic nursing care, medication administration and first aid.
- Provide practical support within sanctuary environments when required.
- Promote a calm, compassionate and home-from-home atmosphere for all resident animals.
- Support stock control, ordering and management of animal welfare supplies, medications, supplements and specialist diets.
- Assist with Health and Safety compliance within sanctuary operations.
- Provide management cover during periods of annual leave, sickness or absence of Sanctuary Management staff as required.

## Training and Development

- Work closely with the Senior Animal Welfare Manager to develop and deliver staff training programmes.
- Identify training needs within Sanctuary and Animal Care teams.
- Support fosterers, volunteers and animal care staff through coaching, education and practical guidance.
- Help maintain consistent welfare standards across all Trust services.

## Emergency and On-Call Support

- Participate in The Trust's out-of-hours emergency rota.
- Provide support and advice during veterinary emergencies involving fostered and sanctuary animals.
- Work collaboratively with fellow Animal Welfare Team members to ensure appropriate emergency responses.

## Communication and Representation

- Produce reports, welfare updates and case summaries for the Animal Welfare Manager and Chief Executive.
- Act as an ambassador for The Cinnamon Trust when liaising with veterinary professionals, volunteers, supporters and visitors.
- Promote a caring, professional and compassionate image of The Trust at all times.
- Liaise effectively with colleagues across all departments.

## General Responsibilities

- Adhere to all Trust policies and procedures.
- Comply with Health and Safety, Data Protection and animal welfare legislation.
- Maintain confidentiality at all times.
- Undertake any additional duties reasonably required by The Trust.
- Be familiar with and actively promote the ethos and values of The Cinnamon Trust.

## PERSON SPECIFICATION

- Essential Knowledge & Qualifications
- RCVS Registered Veterinary Nurse qualification or equivalent animal welfare qualification.
- Strong understanding of animal health, welfare and husbandry.
- Sound knowledge of veterinary treatments and clinical procedures.
- Competent IT and database skills.
- Full UK driving licence.
- Desirable Knowledge & Qualifications
- SQP qualification.
- Additional qualifications in behaviour, nutrition or animal welfare.
- Training in complementary therapies such as physiotherapy, hydrotherapy, acupuncture or laser therapy.
- Supervisory or management training.

## Essential Skills

- Excellent communication and interpersonal skills.
- Compassionate and professional approach.
- Ability to support vulnerable clients and fosterers.
- Strong organisational and prioritisation skills.
- Accurate record keeping and report writing.
- Ability to lead, motivate and support others.
- Confident decision-making skills.
- Ability to work independently and as part of a team.

## Essential Experience

- Minimum three years' experience working as a qualified RVN or within a senior animal welfare role.
- Experience supporting animal health and welfare cases.
- Experience training, mentoring or supervising staff.
- Experience dealing directly with members of the public and animal owners.
- Experience managing challenging or sensitive welfare situations.
- Desirable Experience
- Experience within a rescue, sanctuary or rehoming environment.
- Experience supporting multi-species animal care.
- Experience developing training programmes.
- Experience working with elderly, vulnerable or bereaved individuals.
- Experience in a leadership or deputy management role.