



Retail & Grooming Room Supervisor

Information Pack

Contents

Introduction.....	3
Who we are.....	4
What we do	5
How we're organised.....	7
Strategy.....	8
Job Description	9
Person Specification	13
How to apply.....	14
Timeline.....	15

Introduction

Dear Candidate

We're looking for an enthusiastic and motivated individual to join our team.

In this new role, you will support the forward movement of our social enterprises in Newry and increase provision of our pet supplies retail and grooming services to the public.

The USPCA is a membership organisation which advocates for animal welfare. You will be passionate about animal welfare and be a strong ambassador for the charity.

This is an exciting time to work for USPCA as we have ambitious plans to grow and develop.

If you feel you have the passion, experience and skills please complete the application pack.

Yours sincerely

**Siobhan McHaffie
Director of Operations &
Development**



Who we are

The Ulster Society for the Prevention Cruelty to Animals (USPCA) is the second oldest Animal Welfare Charity in the world. It was founded in 1836 by Commander Francis Anderson Calder, a retired navy officer, as the Belfast SPCA. The eventual name change from Belfast to Ulster SPCA acknowledged the scale, scope and success of the Charity's expanded operations across the province.



The Charity's first initiative was to erect water troughs across the city for the sustenance of the heavily burdened working horses in industrial Belfast. Just over a year after its inception the charity had successfully lobbied for the Act of Parliament 'relating to the cruel and improper treatment of animals' to be extended to Ireland.



The purpose of our founders to 'Prevent Cruelty and Relieve Suffering' remains as the driving force for our charitable activities today. Whilst there are heartless individuals willing to inflict unnecessary suffering on animals the need for a USPCA remains.

What we do

Veterinary Clinic

Located on the outskirts of Newry, County Down, the USPCA Veterinary Practice is dedicated to the Relief of Animal Suffering. The Clinic is open six days a week and provides a full range of veterinary services to companion animals. For those owners who find it difficult to afford essential veterinary treatment, discount of up to 50% is available.

Wildlife Rescues

Through our Animal Rescue Service, the USPCA relieves the suffering of injured



native wildlife.

Our Welfare Officers respond to hundreds of calls, bringing the injured animal for



examination by a USPCA vet in Newry. Badgers, birds of prey, hedgehogs, swans, foxes ... are just some of the animals rescued and treated at the

USPCA and released back into their native habitat.

Where it is not possible for one of our Welfare Officers to attend, we operate a Veterinary Voucher Scheme to ensure pain relief is available through a local veterinary practice.

Animal Re-homing

Where an individual is no-longer able to look after their companion animal because of their changed circumstances or where a companion animal has been abandoned, the USPCA will ensure the animal finds a new caring owner. All animals are health checked by our vets



before being rehomed and a home check is carried out to ensure a successful match.

Animal Cruelty Investigations

Investigations into serious welfare abuses that often take place well away from the public view are a very important aspect of our work.

In recent times Badger persecution, Cock Fighting, Dog Fighting, Puppy Farms and the illegal trafficking of pups have all been subjected to USPCA scrutiny. Information gleaned through our investigative expertise has been passed to enforcement agencies and successful prosecutions have resulted.

Companion Animal Food Parcels

When the USPCA became aware of a marked growth in the numbers of pet owning families resorting to foodbanks the charity decided to offer the food banks pet food packs.



Companion animals receive first rate nutrition and pest control products donated to the Charity by manufacturers and the public. Assistance that ensures much loved pets can remain healthy and homed despite financial adversity.

Campaigns

The advancement of animal welfare is one of the primary precepts in the USPCA mission. Working against a backdrop where Northern Ireland has fallen further behind the rest of the UK in legislating to enhance animal welfare; the USPCA continues to engage with the NI Assembly to inform and influence the

debate on a range of priority animal welfare issues.



Schools Programme

By applying the old saying “prevention is better than a cure”; through our schools outreach education programme we give sound advice and guidance to future generations, promoting responsible pet ownership and an appreciation of our native wildlife. Presentations are given at schools and colleges and we also host visits at our animal shelter and rescue centre in Newry.



Social Enterprises

The USPCA is solely funded through donations from the public and through our social enterprise work. These include our in-store and online pet supplies retail outlets, Grooming Room and Veterinary clinic in Newry, and our three charity stores.

How we're organised



Non-hierarchical org chart of USPCA Jan23

Currently under review



Strategy

Vision

Our vision is:

“A society where all animals are respected and free of unnecessary suffering.”

Mission

Our mission continues to reflect the originating objectives of our founders:

“The prevention of cruelty to animals, the relief of suffering in animals and the advancement of animal welfare.”

Values

- The USPCA is **independent** and **objective** in the pursuit of its founding principle – the relief of suffering in animals.
- The USPCA delivers its services with **integrity** and **openness**, building **trust** with service users and stakeholders.
- The USPCA staff and volunteers are **passionate** and **committed** in their support of animal welfare and the relief of animal suffering; and strive for **excellence** in the delivery of our services.

Strategic Objectives

Our current three-year Strategic Plan will enable us to move forward to realise our ten-year vision.



Job Description

Job Title	Retail & Grooming Room Supervisor
Reporting to	Customer Service & Retail Manager
Location	Units 5 & 6 Carnbane Industrial Estate Newry
Hours	25 hours per week
Salary Package	£17,850 per annum; 3% employer pension contribution (pro rata); discounts on our pet supplies and veterinary care for your pets.
Leave	23 days annual leave plus 9 public holidays (pro rata)
Duration	Permanent (six month probationary period)

Principal Function

A brand new role to the organisation, its purpose will be to support the forward movement of our social enterprises and increase provision of our services to the public.

You will be working to targets to support the Customer Service & Retail Manager in the daily running of Pet Supplies (in-store and online) & Grooming Room departments, and responsible for overseeing and supporting the work of the Retail teams.

In addition, you will develop the departments in line with the operational plan, and set targets to grow the reach and service use. You will be managing the Grooming Room, assisting in the development of the department and team, stepping in in instances of absence to ensure 6-day service provision, managing the diary, overseeing and monitoring the grooming team's working hours to improve overall service to the public.

Principal Duties

Supervision of Retail and Grooming Room departments and people

- Ensure line-managed staff receive their annual appraisal and regular one-to-ones, as well as continued support and motivation.
- Ensure public areas and grooming facilities for all animals are well maintained, fully functional and in line with best practice.
- Carry out procedures relating to staff conduct in accordance with USPCA policies e.g. Capability, Disciplinary and grievance procedures.

- Ensure staffing levels are appropriate. Approve staff annual leave.
- Oversee and populate the Grooming roster shifts – ensuring there is adequate cover six days per week.
- Ensure that new starters (volunteers and paid staff) complete the induction period in a timely manner e.g. standard procedures and probationary interviews.
- Arrange appropriate support for these individuals and identify training needs.
- Oversee daily operation within the retail departments ensuring staff and volunteers are working well as a team in an efficient and diligent manner, maintaining best practice, communicating clearly, and effectively converting visitors to sales.
- Play an active role in Retail departments, providing cover and support.
- Provide leadership and management support to the team, including supporting the Customer Service & Retail Manager with other service or people-management tasks.

Developing Retail departments

- Developing the online presence alongside the Pet Supplies Assistant to grow sales and increase traffic to the e-commerce site.
- Completing KPI trackers and reporting to Business Development Manager weekly to assist in the development and growth of the Retail departments.
- Assist with development of marketing for retail departments alongside the Customer Service & Retail Manager.
- Review of Retail protocols to ensure highest standards in the departments are consistently met/provided and improved.
- Ensure customer information records are kept up to date and abide by GDPR regulations. Sending regular communication to provide updates on offers and new and seasonal product information to clients and customers.
- Assisting in the development and upskilling of Grooming Team, identifying best practice and improving workflow.
- Represent USPCA at key networking events. Build networks and relationships to help further our mission.

Operational management

- Accurately record information and assist in the collation of statistics and KPIs.
- Ensure loss prevention is maintained through good stock management and training.
- Oversee the cleanliness and hygiene of all areas, using specialised substances or equipment if necessary, ensuring all staff have COSHH training and are abiding by protocols.
- Ensure PPE is always provided and used appropriately in the Grooming Salon.
- Carry out risk assessments and safety audits and other health and safety duties as directed. Identify potential safety issues and recommend training for staff and volunteers as appropriate.
- Work with the Animal Care team to ensure animals in our care are regularly groomed.
- Work collaboratively with Pet Supplies Assistant to market special offers and discounts as seasonally appropriate.
- To maintain high levels of shop presentation through merchandising and housekeeping to agreed standards.

General and other duties

- To assist in the training of Retail and Grooming Room volunteers and maintain a positive professional relationship with volunteers.
- To provide cover and support to the Retail and Grooming teams as required.
- To deal with members of the public in a professional manner, maintaining a high level of Customer Service Standards.
- To be willing to undertake additional training.
- To manage all data relating to clients in accordance with GDPR legislation and confidentiality.
- To promote the good image of the USPCA both internally and externally by communicating in a positive manner.
- Be true to our values.
- Work collaboratively with colleagues developing joint solutions and positive actions.

- Represent USPCA at meetings and public events.
- Such other duties as allocated from time to time.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- To adhere with USPCA policies and procedures for health and safety.

The nature of the position means that the post holder will also be required on occasion to undertake any other task or work which arises within the scope of the role in order to meet the needs of our beneficiaries, including travel and event attendance outside normal office hours.

Person Specification

Qualifications	Level 3 in Grooming & Salon Management (or equivalent) or Retail Management qualification. GCSEs in English & Maths at grade C or above
Essential Experience	Two years' experience managing staff, team of volunteers or placement/work experience students One year working in a customer facing role Experience of working to set targets Competent in the use of the main Microsoft Office software packages. Experience communicating with others, both individual and groups for training Cash handling and till management
Desirable	Two years' experience in working in a Grooming Salon Experience in working in a Retail environment, including an understanding of merchandising and loss prevention Experience of working with challenging animals Animal Care or Grooming qualifications Experience with e-commerce platforms Experience using MS Teams Proven ability to establish and maintain relationships with external stakeholders Excellent planning and organisational skills, consistently meeting deadlines and targets in a busy environment
Knowledge and Skills	Strong presentation and communication skills Results oriented Excellent time management skills Ability to think creatively Personal commitment to achieving high performance within the workplace
Attributes	Commitment to animal welfare Highest level of integrity and ethics, aligning to the USPCA values Confidence, credibility and adaptability to change Full Clean Driving Licence and full-time access to a car

How to apply

Please complete the application pack and return it by email to: recruitment@uspca.co.uk

Or send by post to the following address:

USPCA
Personnel – Confidential (ref 0624)
Units 5-6 Carnbane Industrial Estate
Newry
BT35 6PQ

You will also be asked to submit a separate **equality form**.

The deadline is **Noon on Friday 24th May 2024**

Equality Monitoring

Along with your application form, you will be asked to complete and return the Equal Opportunities Monitoring Form in a separate document. This will not be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact recruitment@uspca.co.uk so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

The USPCA is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

Application form and Equality Monitoring form to be submitted by: Noon, Friday 24th May 2024

Interviews

Friday 31st May 2024





Please submit your completed application pack to

USPCA
Personnel – Confidential
Units 5-6 Carnbane Industrial Estate
Newry BT35 6PQ

Or email it to

recruitment@uspca.co.uk

Tel: 028 3025 1000

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