



**RESCUE  
HOTEL**



<b>Position title:</b>	General Manager
<b>Accountable to:</b>	Trustees
<b>Location:</b>	Cardiff
<b>Hours:</b>	37.5 hours per week
<b>Salary:</b>	£30,000
<b>Contract:</b>	1 Year Fixed Term
<b>Closing date:</b>	17/02/2025 (to be reviewed after 1 year)
<b>Apply:</b>	CV and covering letter to <a href="mailto:careers@therescuehotel.com">careers@therescuehotel.com</a>

**Job Overview:** The General Manager is responsible for overseeing the day-to-day operations of the charity (not the day to day running of the dogs home), including line management of staff, coordination of volunteers, and ensuring the smooth running of all operational processes. The role also involves coordinating fundraising efforts, managing donor relationships, tracking dog welfare, and ensuring compliance with all legal and ethical standards.

**Key Responsibilities:**

**Line Management & Staff Coordination:** Lead and manage the Vets Receptionist and RH Administrator, ensuring timely task completion, managing sickness and holiday leave, and providing regular feedback through performance reviews and training sessions. Ensure adequate cover for both planned and unplanned absences.

**Training & Volunteer Coordination:** Serve as the nominated point of contact for behaviour trainers, coordinating training requirements for dogs in foster care alongside the Volunteer Coordinator. Liaise with fosterers of dogs on medical foster care regularly to ensure dogs' needs are met.

**Fundraising & Donor Relations:** Coordinate and plan major fundraising events such as the Cardiff Half Marathon campaign, ensuring effective sign-up processes, fundraising, and progress tracking. Work closely with Trustees to identify and apply for grant funding opportunities. Build and manage a donor directory, ensuring regular communication to update donors on the charity's impact. Send thank-you cards, emails, and social media posts to donors, maintaining positive relations and demonstrating gratitude for support. Ensure timely shipment of RH webstore orders, manage stock levels, and monitor charity collection tin performance. Achieve set KPIs.

**Dog Welfare & Operational Oversight:** Monitor the status of dogs under care, ensuring appropriate medical attention, behaviour training, and general welfare.

**Policies & Compliance:** Assist in development, implement, and maintenance of operational and crisis management plans, policies and procedures to ensure consistency and compliance with legal and ethical standards. Ensure adherence to animal welfare laws and charity governance regulations.

**Budget & Expense Management:** Assist in budget planning and monitor operational expenses to ensure financial efficiency.

**Communication & Reporting:** Update TRH website's News section bi-weekly. Maintain regular communication with Trustees, including weekly briefings on the status of dogs and other operational matters. Produce quarterly impact reports to showcase the charity's achievements.

**Team Morale & Crisis Management:** Foster a positive work culture by ensuring staff and volunteers feel valued and supported.

**Technology & Systems:** Utilise technology tools to streamline operations, including foster care tracking and donation management.

### Person specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method supporting assessment:
<b>Education</b>			
Educated to degree level or equivalent		✓	Application
At least 3 GCSE's or equivalent including Maths and English	✓		Application
<b>Skills, knowledge and abilities</b>			
Strong leadership abilities with experience in managing and motivating teams, fostering a positive working environment.	✓		Application & interview
Ability to delegate effectively, manage workloads, and ensure tasks are completed efficiently.	✓		Application & interview
Experience in website content management and updating online platforms (e.g., social media, website).	✓		Application & interview
Good attention to detail and high levels of accuracy	✓		Application & interview
Exceptional written and verbal communication skills, with the ability to engage with a variety of stakeholders	✓		Application & interview
Good working knowledge of Microsoft Office (Word, Excel and Outlook)	✓		Application & interview
Knowledge of Ezyvet system		✓	Application
Fundraising experience	✓		Application & interview
Ability to communicate in Welsh		✓	Application
<b>Personal attributes &amp; qualities</b>			
A genuine passion for animal care and welfare, with a commitment to the charity's mission.	✓		Application & interview
Enthusiastic, dedicated and self-motivated	✓		Application & interview
Ability to work in a team or on own initiative	✓		Application & interview
Understanding of the need for confidentiality and discretion	✓		Application & interview
Excellent Customer Care	✓		Application & interview
Willingness to work flexible hours, including evenings and weekends, when necessary for events or emergencies.	✓		Application & interview