



BATTERSEA

HERE FOR EVERY DOG AND CAT

DIRECTOR OF OPERATIONS

MAY 2022



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WELCOME FROM THE CHIEF EXECUTIVE



For 162 years Battersea has been here for every dog and cat. We are a globally renowned charity, driven by the collective passion, commitment and determination of our staff, volunteers and supporters, who strive to create a world where dogs and cats are treated with care, compassion and respect.

Battersea is an organisation known world-wide for its expertise, its knowledge, and highly skilled practitioners across both animal and support services. We have invested extensively in our people, their engagement and their learning and development. We have also invested heavily in redeveloping our animal facilities, providing state-of-the-art kennels and catteries, a hydrotherapy centre and an exceptional Veterinary Hospital.

Our commitment to non-selective intake is incredibly important and means we help dogs and cats of all ages, types and breeds and those with often complex medical and behavioural conditions. We receive some of the most challenging dogs and cats in society and we deliver exceptional care to each and every individual.

Our three centres, including our iconic and famous home in Battersea and our sites in Old Windsor and Brands Hatch (Kent) care for thousands of animals annually. They are complemented by two Communities, in Guildford and Ashford (Kent).

Our Operations Directorate sits alongside our Clinical teams and works closely with our Global Programmes Unit, which shares Battersea's expertise with other rescue organisations across the UK and worldwide. It awards grants to drive change, improvement and research, and builds capacity to tackle identified welfare problems on the ground in target countries.

As we rebuild from the Covid Pandemic we are excited at the opportunities to reach new dogs and cats in need of help and deliver growing charitable impact. We want to do this through the optimisation and expansion of existing services, the development of new programmes, the use of new technology and the establishment of new partnerships.

Beyond a passion for animal welfare, we are looking for an inspirational and highly motivated Director of Operations who will lead our direct animal services and join the executive team of a welcoming, open and inclusive organisation.

If this opportunity excites you, we would very much like to hear from you.

Peter Laurie **Chief Executive**

ABOUT US

Battersea is one of the oldest and best known charities in the world.

Our Founder, Mary Tealby, was a pioneer of animal welfare and rescue when she set up Battersea in 1860. Her mission was to never turn away an animal in need of our help, a promise Battersea keeps to this day. Every year we help around 5,000 dogs and cats across our three centres in London, Old Windsor and Brands Hatch, and tens of thousands more beyond our gates.

We are proud of Battersea's rich heritage. Discover more about our impact over the last 160 years in [this video](#).

Find out more about the work of our animal care teams working in our centres, in our [24 Hours in Battersea films](#).

More than ever, our focus is on using our profile and voice to make an impact for all dogs and cats that need help including those we will never see at our Battersea centres.

Our expertise means that the Government, the sector and key partnerships seek us out for our trusted advice and to influence and create change. Our Public Affairs team actively engages with and influences politicians, key

decision makers and wider society to create real change for animals through legislative changes such as animal cruelty sentencing as well as through our impactful campaigning voice. In recent years Battersea has grown in its wider impact with highly skilled teams in Communications, Marketing and Income Generation working together to engage supporters and change the way the world thinks about rescue animals.

- Wear Blue for Rescue is the next step in our mission to reframe rescue and enable people to show their support for rescues, united around the Rescue Symbol we have developed as a mark of support for rescues everywhere. [Watch our ad.](#)
- Rescue Is Our Favourite Breed is our long-term campaign to get people thinking differently about rescue animals. [Watch our ad.](#)
- [This film](#) gives a snapshot of Battersea's achievements in 2020.
- Here is our 2020 [Annual Report](#).

Battersea's influence now stretches globally

as we strive to build a better world for dogs and cats, sharing our expertise with rescue and rehoming organisations across the world through our Academy and grant making in this growing and increasingly important area of our work.

Find out more about our global Academy and the difference it is making in [this film](#).



VISION MISSION VALUES

Our Vision, Mission and Values are not just words, they are the embodiment of everything we do, everything we are and everything that is important to us all at Battersea.



OUR VISION

Battersea is here for every dog and cat, and we believe they should have the chance to live where they are treated with compassion, care and respect.

OUR MISSION

We aim never to turn away a dog or cat in need of our help, ensuring they receive the best care possible no matter how long it takes to find them a place to live. We are experts in championing and supporting vulnerable dogs and cats, creating lasting change for animals and those who care for them, wherever they are.

OUR VALUES

Our values describe what is important to us all at Battersea and what we can expect from each other in all our interactions and in our work, as individuals, as teams, and everyone we come into contact with. They enable us all to make a positive contribution to the achievement of our vision, mission and strategy.



CARE

We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this.



EXPERTISE

We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so we can all be the best we can be.



DETERMINATION

We stay focused and solve problems to achieve our goals and our mission to be here for every dog and cat.



RESPECT

We treat one another with respect, just as we treat every dog and cat with respect.



INCLUSION

We champion diversity in all its forms so that everyone can be themselves and feel valued and included.



COLLABORATION

We understand that by working together across teams and with our partners, we achieve more for dogs and cats.

OUR STRATEGIC GOALS

By 2023 we will have:

- Helped 320,000 dogs and cats through our existing and new centres; our Battersea Communities; the Battersea Academy; our grant giving programme; by increasing the rescue sector's share of the pet acquisition market; and other initiatives
- Increased the number of Battersea centres we operate, whether through acquisition or merger
- Further enhanced Battersea's reputation as a sector leader and expert, through the delivery of the Battersea Academy at home and abroad
- Increased our partnership working to enable shared campaigns and rescue activities
- Established 'Reframing Rescue' as a movement and made it a highly compelling proposition for public choice
- Increased the prominence of the UK rescue sector, leading to tens of thousands of additional dogs and cats adopted from rescue centres annually
- Raised standards in UK dog and cat breeding practices by working collaboratively to enshrine new animal licensing laws and established a regulatory framework for animal rescues, rehoming centres and sanctuaries
- Helped more dogs and cats by connecting more people with pets, by identifying wide ranging opportunities to champion the human/ animal bond
- Promoted and reinforced our One Battersea approach internally, with continued, collaborative working between teams and across all centres



JOB DESCRIPTION

JOB TITLE

Director of Operations

LOCATION

Battersea, with travel to other centres.

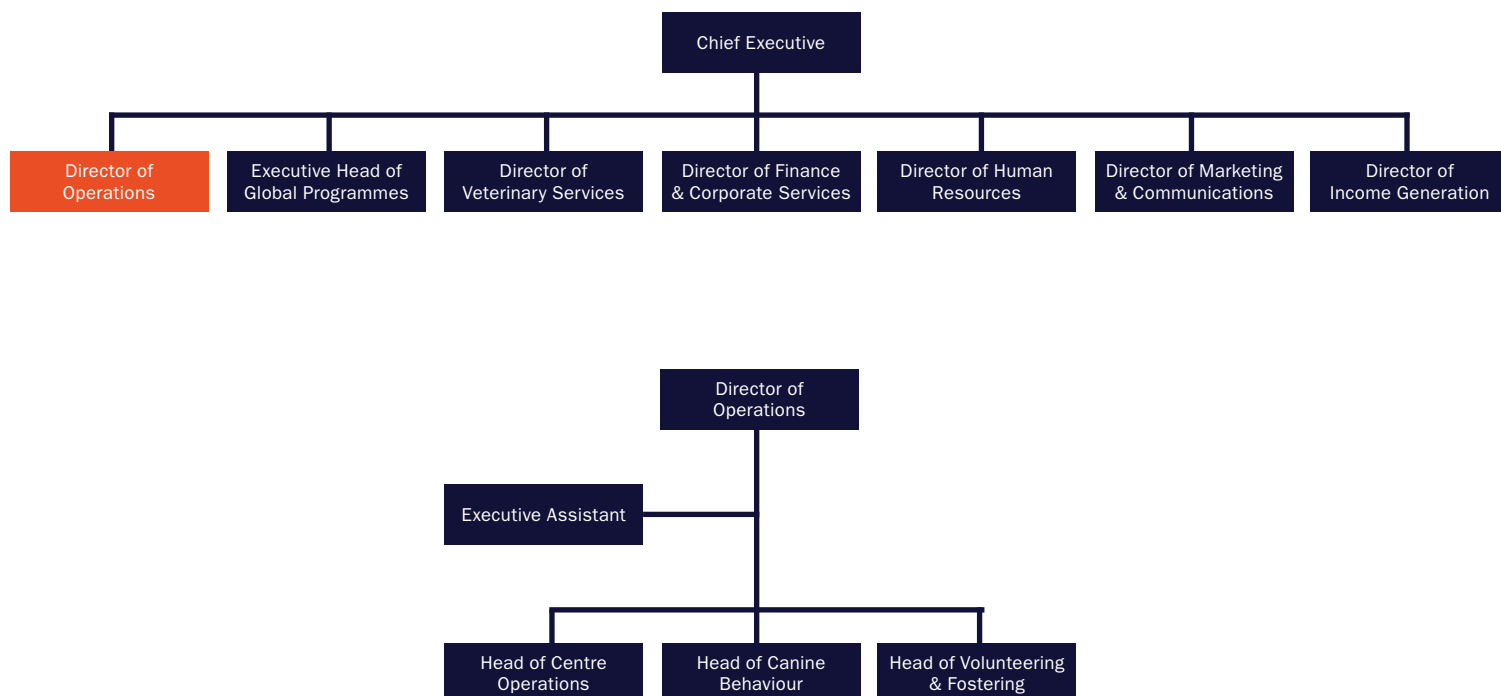
Battersea operates a hybrid working model with staff splitting their time between office-based and home working dependant on the needs of their role and the charity. As our operations staff and their work is mainly delivered from our three centres, our Director of Operations will be expected to provide visible onsite leadership at our centres for the majority of each working week.

SALARY

£90,000

MAIN PURPOSE OF THE ROLE

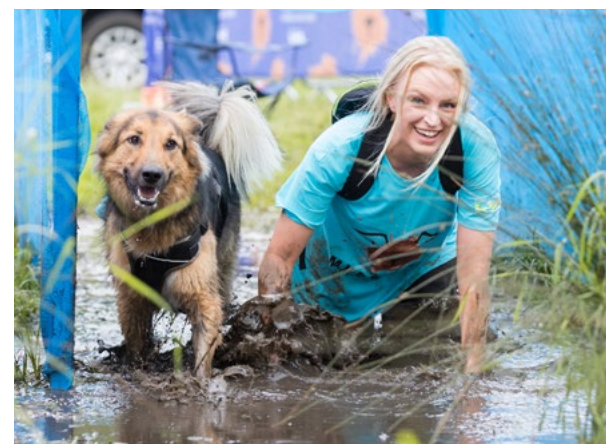
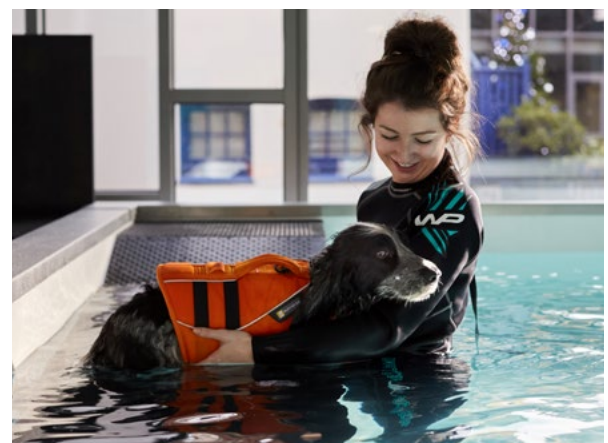
- To lead the Operations directorate and its team of senior operations managers and specialists to deliver Battersea's ambitious strategy to help more dogs and cats in need through the intake, care and rehoming of dogs and cats.
- To lead the design and development of improved and new animal services, strategies and policies, ensuring the highest animal welfare standards, a customer-centric and needs-led approach, and promoting a culture of innovation and continuous improvement.



KEY RESPONSIBILITIES

STRATEGY AND LEADERSHIP

- Lead the Operations directorate: motivating, developing and empowering staff and volunteers to achieve their full potential, ensuring an inclusive and supportive culture, with a strong commitment to collaborative working alongside the rest of the organisation.
- Contribute to Battersea's strategic development and delivery through collaborative membership of the Directors' team. Role model strong leadership behaviours to support and reinforce our leadership culture, centred on the key themes of our leadership framework of strategic thinking; developing your people; collaboration, teamwork, accountability and results; and realising your own potential through commitment to learning and development.
- Promote a culture of continuous improvement, insight and innovation, allied to Lean working, to ensure the Directorate is well placed to adapt and respond to changing circumstances and new opportunities.
- Maintain awareness of changes in the external environment which are likely to impact on the work of Battersea and translate these into changes to policy, practice and service delivery.
- Identify, develop and implement strategies and improved, new or uplifted services and ways of working which increase impact and help dogs and cats in need in new and innovative ways.
- Seek to improve processes and promote opportunities to harness new and emerging technologies to improve operational delivery and performance and deliver greater value for our customers and supporters. Champion the effective use of data across the Directorate to inform decision-making.
- Build and maintain a strong network of external stakeholders and explore opportunities for Battersea to deliver increased charitable impact through partnership working with Local Authorities, as well as with other animal welfare and rescue organisations, leading to the establishment of strategic alliances.
- Monitor and report regularly on Operational strategy and performance to the Directors Group and the Council of Trustees.
- Prepare, manage and monitor an annual expenditure budget of c£13m, ensuring best value in the delivery of services and activities.



FUNCTIONAL MANAGEMENT

- Oversee the effective operation of Battersea's centres, including the provision of excellent service to all customers and the overall visitor experience. Ensure teams are appropriately structured, skilled and managed to meet animal and customer needs demand. Ensure the development of specialist knowledge and skills to ensure high quality direct animal care and to support customers and pet owners with a range of animal behavioural advice and training.
- Oversee the Volunteering, Fostering and Communities department, maintaining Battersea's sector-leading and accredited volunteering programme and providing opportunities for Battersea's c.1,000 volunteers to continue to add demonstrable value both in direct animal care on sites and through our fostering and Communities programmes, and across the breadth of Battersea's activities.

ANIMAL HEALTH AND WELFARE

- Maintain an operating model that delivers exceptional welfare to all dogs and cats in Battersea's care, ensuring adherence to our Animal Charter. Proactively monitor and respond to key shelter metrics, including animal occupancy, throughput rates and length of stay.
- Work closely with the Veterinary Director to ensure the effective management and monitoring of infection control and the health and welfare of all dogs and cats in Battersea's care.
- Ensure appropriate management of the identification and handling of dangerous dogs and cats in line with legislation, with best practice in animal welfare and with safety of people as priorities.
- Champion an ethical approach to decision making, including around the euthanasia of dogs and cats in our care, with clear decision frameworks and protocols.
- Ensure Battersea's compliance with all relevant animal welfare legislation and codes of practice, including standards produced by the Association of Dogs and Cats Homes.

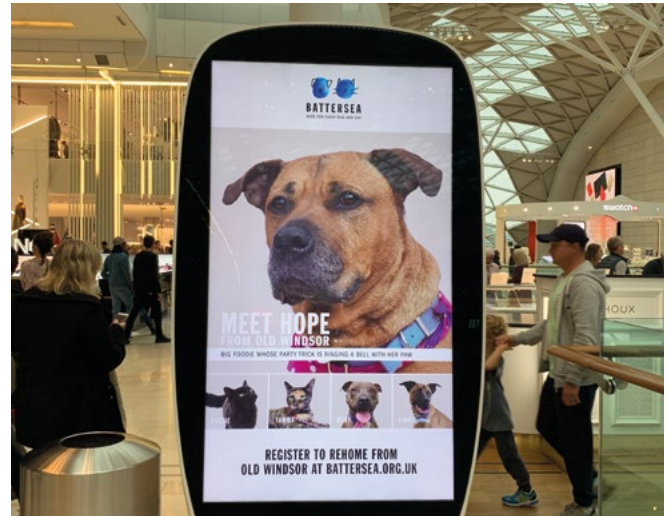


PERSON SPECIFICATION

SKILLS, KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- A strong track record of achievement in a Director-level leadership role, including experience of leading a portfolio of high-impact services to a range of audiences across multiple locations.
- Highly skilled and experienced as a people manager, with success in creating, leading, motivating and developing managers and large, high performing, diverse, inclusive and collaborative teams.
- Extremely strong communication, interpersonal and consultative skills with a strong ability to positively engage, partner and collaborate with stakeholders and colleagues, secure buy-in, negotiate, influence and build credibility, and to represent Battersea internally and externally at the highest levels.
- Strong financial skills and commercial acumen, with significant experience of effectively planning and managing large complex budgets with a focus on efficiency and value for money.
- Excellent data analysis, insight and evaluation skills and a high level of numeracy, with good experience of evidence-based decision making, to drive performance, influence strategy and policy and inform decisions.
- The ability to understand, assess and manage risk in an operational environment and in the context of new service development and delivery.
- A strong understanding of how digital, technology and integrated data systems can enable, inform, and enhance effective planning, management and improvements and efficiencies in the delivery of operational activities and services.



- Significant experience of working as part of an organisational senior leadership team, leading cross-organisational projects, role modelling strong leadership behaviours, and engaging with and inspiring staff and volunteer audiences across the organisation at all levels.
- Extensive experience of positively embracing and adapting to change by identifying, leading and managing change in line with organisational objectives.
- A strong understanding of and commitment to diversity and inclusion.

DESIRABLE

- Understanding of best practice in animal welfare and large-scale animal facilities.
- Knowledge of the charity sector and how it works.
- Experience of working with volunteers and an understanding of their needs.
- Knowledge and experience of Lean and Project Management methodologies.
- Experience of acting as a spokesperson with the media and speaking at large-scale events and presentations.

PERSON SPECIFICATION

PERSONAL STYLE AND BEHAVIOURS

This role requires someone:

- With a real connection to Battersea's vision and mission and a genuine interest in and commitment to animal welfare issues.
- Who is an inspirational, positive and inclusive, values-led leader, with the confidence and ability to motivate, excite and inspire their teams.
- Committed to their own professional and personal development and that of their teams, promoting a learning culture.
- With high levels of energy, enthusiasm and determination and optimism, who takes a proactive and entrepreneurial approach to seeking and harnessing opportunities and with the drive to turn strategies into reality and action.
- Who is a strategic thinker, pragmatic, innovative, creative, values evidence and insight and is open to change.



HOW TO APPLY

If you think you have the skills and qualities that we need to become our Director of Operations, then we very much hope that you will apply for this role.

YOUR APPLICATION

To make your application please go to <https://starfishsearch.com/jobs/battersea-ops-dir/> and click on the apply now button, with the following prepared:

- Your CV (no more than two pages)
- A supporting letter (no more than three pages), including specific sections that:
 - Brings to life your motivation for applying for this role – we would like to know what it is about us, our work and this role that resonates with you personally.
 - Tells us about a specific career highlight that you see as relevant to Battersea, and how you achieved this.
 - Describes your leadership style and approach and how you have led teams in the past.



CLOSING DATE: TUESDAY 21ST JUNE 2022

Longlist Interviews : 4th & 5th July

Agreement of Shortlist : 18th July

Psychometric Testing : 21st & 22nd July

Candidate delivery of staff workshops : 26th July

Final interviews : 2nd August

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk

DIVERSITY & INCLUSION AT BATTERSEA

We believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, is essential in our mission to deliver greater impact for dogs and cats everywhere. This is a strategic priority for us at Battersea, and we are committed to ensuring our Directors Team have the depth and breadth of both professional and personal experience to help us achieve our plans.

We welcome candidates from all backgrounds and we would particularly encourage applications for this role from people from Black, Asian and Minority Ethnic communities, and people with disabilities as they are currently under-represented on our Directors Team. Battersea is committed to inclusive working practices throughout our recruitment and selection process so if you wish to discuss reasonable adjustments that would help you to participate in this process, please indicate this in your application.



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battersea.org.uk