



Albany Pet Services **Job Description**

Our Ethos

To acknowledge that all companion animals are individual characters and to respect this. We will work with and communicate with their guardian's to provide care that can be tailored to meet their pet's best interests.

Our values

- Conscientious
- Reliable
- Positivity
- Open & honest communication
- Professional
- Focused on the job
- Fun & positive
- Maintaining Continued Professional Development

Who are we?

We're a Princes Trust supported pet care business who is moving into their third year. We provide one to one bespoke dog walking services for dogs and puppies. The dogs are often elderly or may not enjoy the company of other dogs. We provide cat sitting services and small animal care so the pet can stay in the comfort of their own home rather than going into a boarding or cattery environment.

Job Type

Permanent part time role with 6 month probation. 21 hours per week varying Monday – Friday with the chance to have more hours

Salary

£10,250 per annum

Location

St Albans and surrounding areas

Main Responsibilities and key tasks/job description

This is an exciting opportunity to join Albany Pet Services in the role of Dog walker and pet sitter. The dog walker and pet sitter will have regular dogs that they will build a relationship with and walk and check in on a regular basis. They will also go into client's homes and care for cats and small animals while their guardians are away on holiday. The dog walker and pet sitter will be a caring, communicative person who cares for pets as if they were their own. They will have an excellent interest and understanding of pets and their body language. We are a young, vibrant company with a can do attitude. This is an exciting time to join us.

The role includes:

- Attend consultations and meet with the pet and their guardian and ask questions and communicate guidelines and protocol for care
- Carrying out the task and spot checking the area for any thing the animal may eat or hurt themselves on and raising any concerns to management such as sickness, illness and acting appropriately if needed such as taking the pet to the vet.
- Prepare food and water for the pet and give medication if required
- Attend to the individual needs of the pets – if they're muddy then clean them
- If reinforcing training then monitor training and make notes and report back to guardian and management
- Complete documentation on the database regarding animals
- Clean out and scoop litter trays and food and water bowls
- Ensure gardens are secure and doors are locked at the end of a visit
- Communicate with clients about their pet and how their walk/or visit went
- Logging on to visits via the pet sitting portal
- Attend to the questions of clients and if not sure to research and enquire or signpost to appropriate companies

Skills and Experience required

We are looking for someone who not only loves animals and cares for their wellbeing but who is genuinely interested in them. We would like people with experience in working with animals before. Excellent inter-personal skills, including listening and communication, tact, diplomacy, sensitivity and patience are essential qualities for fulfilling this position.

Please send your cv along with a motivational letter outlining why you would like to apply for this role to lisa@albanypetservices.co.uk

Closing Date

30 June 2019

Albany Pet Services Dog walker and Pet Sitter

Person Specification

Qualifications

- Animal first aid qualification or willingness to undergo a qualification
- An animal related qualification

Experience

- Being a dog or cat owner for 5 + years
- Working with companion animals in a work, volunteer or educational setting

Skills and Knowledge

- Reinforcing training requirements such as recall, loose lead walking
- Using positive and force free methods at all time when working with companion animals
- Experience in caring for companion animals in a husbandry environment
- Experience working with customers in a face to face environment and over phone and email

Personal attributes

- An excellent communicator, raising any challenges or and pre-empting challenges that may arise
- Organised and a good multi-tasker
- A calm manner in times of pressure
- Sensitive and understanding to guardian's and pets needs
- A non-judgemental approach
- A people's person and a problem solver
- Patience and understanding of pets and their ethology
- Conscientious, sensible and proactive
- A love of animals
- Reliable and an excellent time keeper

- Caring towards a wide range of clients and their pets

Other requirements

- A dba check or willingness to undergo one
- Suitable transport for carrying dogs safely
- Flexible and willing to work spare of the moment
- Willingness to carry out extra duties as required in line with the pets needs such as cleaning up sickness or toileting
- Working some hours some weekends
- A willingness and ability to work in all weathers
- Access to a smart phone and whatsapp
- Ability to work with all species of animal and proactive learning of each of them
- Willingness to undergo safeguarding training and Albany pet services specific training.

What do we offer you?

- Support and knowledge on pet care assignments
- The potential to earn bonuses based on performance
- A day off on your Birthday!
- Team social events