



Jerry Green Dog Rescue Vacancy

Dog Welfare Assistant, North Lincolnshire Centre

We are currently recruiting for a Full Time Dog Welfare Assistant at the North Lincolnshire Centre.

We're looking for a compassionate, proactive team player to support our busy rescue centre. You'll provide high-quality, welfare-focused care to our dogs, from feeding and grooming to enrichment, exercise, and training support. You'll also play a key role in our Meet & Match® adoption process, offering warm, tailored guidance to visitors and helping every dog find their perfect home.

Your day may include maintaining excellent hygiene standards, assisting with admin and reception duties, keeping accurate records, and promoting our shop, services, and fundraising opportunities. You'll bring emotional resilience, great communication skills, reliability, and a genuine passion for animal welfare. If you're caring, adaptable, and ready to make a real difference, we'd love to hear from you.

This position is a 37.5 hrs per week full time position on a rolling rota basis, including weekends and Bank Holidays, to fully support all the Dog Welfare activity at the North Lincolnshire site.

Benefits include

- 29 days' annual (pro rata to employment time and hours worked)
- Employee Assistance Programme
- Discounts through Bright HR, Charity Workers and Give as You Live platforms
- Paid sick leave (dependent on time of service)
- NEST pension

To apply please go to the vacancy page on our website and upload your CV and cover letter.

Closing date: Wednesday 16th September 2026 @ 12 noon

Interview date: 29th & 30th September 2026

JOB DESCRIPTION

Job Title:	Dog Welfare Assistant
Hours:	37.5 hours per week on a rolling rota basis inc weekends and bank holidays
Salary:	£24,960.00
Team:	Operations / Welfare
Location:	North Lincolnshire
Line Manager Job Title:	Deputy Centre Manager
Direct Reports:	None

Role Purpose:

To provide compassionate, high-quality care that supports the physical and emotional wellbeing of every dog, while creating a welcoming and supportive environment for colleagues, volunteers, and visitors.

Key Relationships:

Internal Contacts

Centre Management Team
Centre Trainer
Welfare Team
Colleagues and Volunteers

External contacts

Customers, adopters, and visitors
Supporters and donors
Boarding and paddock-hire users

Key Outputs & Tasks:

Be a team player – Support the Centre Management team with a variety of tasks, depending on your training and experience.

Care for our dogs – Provide loving, welfare-focused care including feeding, grooming, cleaning, enrichment, exercise, & medication.

Keep things spotless – Help maintain high standards of hygiene & cleanliness across the site and vehicles.

Support adoptions – Guide potential adopters through our Meet & Match® process, offering friendly, tailored advice for each dog & person.

Help dogs thrive – Deliver training plans to dogs who need a little extra support, as directed by the Centre Trainer & management team

Stay organised – Keep accurate records of dog care, behaviour, vet visits, medication & other important details.

Pitch in at reception – Assist with admin tasks and customer service for both the rescue & enterprise services such as boarding and facilities hire. To include answering the phone and dealing with customers face to face.

A friendly face – Provide a warm, professional service to visitors & callers.

Champion our cause – Promote fundraising opportunities & encourage donations, volunteering, and support.

Handle tough moments with care – Support colleagues & maintain professionalism during sensitive situations across the organisation.

Add value to the experience – Promote our shop and enterprise services to enhance customer satisfaction.

Stay safe – Follow all Health & Safety guidelines & report any concerns promptly, including during lone working situations.

Be flexible – Take on other reasonable duties as needed to support the team & our mission.

Essential Knowledge, Skills, and Experience:

Dog Welfare & Care Consistently delivers high standards of care and enrichment, ensuring dogs' safety, physical & emotional needs are met follows individual care plans & contributes to their development through accurate observations & assessments.

Customer Experience Provides friendly, informative, & compassionate support to visitors, supporters and adopters.

Teamwork & Collaboration Works effectively with colleagues & volunteers, contributing to a supportive & respectful team culture whilst communicating clearly & professionally across all levels. Supporting during challenging situations with empathy and resilience. Supports our live-in management employees to have uninterrupted time away from work, such as annual leave and days off.

Administration & Compliance Maintains accurate & timely records on dog welfare, behaviour, and health. Adheres to Health & Safety procedures & reports concerns promptly. Completes tasks reliably & in line with organisational policies.

Flexibility & Initiative Demonstrates adaptability in response to changing needs & priorities. Takes initiative to improve processes & enhance dog welfare or customer experience. Be prepared to cover additional duties for the needs of the business

Professional Conduct Maintains emotional resilience & professionalism, especially during sensitive situations such as intakes & euthanasia. Uphold the charity's values & act as a positive ambassador at all times. Maintains appropriate fitness levels to carry out all aspects of the role.

Qualifications & Experience

Essential:

- Strong written and verbal communication skills, with the ability to discuss dog welfare confidently with colleagues and the public.
- Qualified to National Diploma Level or NVQ 2 or equivalent in animal care and/or experience (paid or voluntary) in a dog rescue or animal welfare environment.
- Understanding of dog welfare standards, with a person-centred approach to individual care.
- Ability to contribute to dog assessments and care plans.
- Physically fit to meet the demands of the role.
- Willingness to work flexibly, including outside contracted hours when needed.
- Accurate record-keeping and adherence to Health & Safety procedures.
- Full, clean UK driving licence held for at least one year (minimum age 21 due to insurance).

Desirable:

Customer care qualification or experience.

Experience working within a team environment, including volunteers.

Relationships Your role will interact with other employees at all levels & across all departments in the organisation & will be a forward-facing role dealing with members of the public, corporates & external stakeholders.

How you'll work in line with our Values:

Jerry Green Dog Rescue upholds the organisational Values of Kindness, Compassion, Honesty & Purposefulness in all our work.

You understand the needs of the dogs in your care, as well as the expectations of adopters, supporters, and colleagues. You are a warm, honest, and supportive communicator, helping people feel reassured, informed, and valued throughout their journey with us. You contribute to creating a safe, calm, and compassionate environment where dogs can thrive and where people feel confident in the care we provide.

Proactive & Flexible – You take initiative, spot ways to improve how we work, and are happy to adapt when needed, sometimes even outside your usual hours.

Emotionally Resilient – You are self-aware and able to manage stress in a busy, sometimes emotional environment, staying calm and focused.

Respectful & Supportive – You work well with others, value different roles and perspectives, and handle sensitive conversations with kindness and clarity.

Determined & Caring – You bounce back from challenges and help others do the same, offering reassurance and stability when it's needed most.

Trustworthy & Reliable – You do what you say you'll do, and you're always ready to go the extra mile for the dogs, your team, and our visitors.

Physically Capable – You're able to maintain the level of fitness needed to carry out the practical aspects of the role

Kindness - Create a calm, safe, and welcoming environment where every dog, colleague, volunteer, and visitor is treated with dignity, patience, and respect. You promote a culture of kindness in all interactions and decision-making.

Purposeful - Work with clear intent, professionalism, and efficiency to support the rehabilitation and rehoming journey of each dog. You follow agreed care plans, centre procedures, and priorities to ensure the best possible welfare outcomes.

Compassion - Act as a compassionate ambassador for the charity, always prioritising the physical and emotional wellbeing of the dogs in your care. You support colleagues, volunteers, and adopters with empathy and understanding, recognising the challenges and rewards of rescue and rehoming work.

Honesty - Carry out all duties in a transparent, ethical, and responsible way, always putting the welfare of the dogs first. You communicate openly and honestly with colleagues and adopters, helping to build trust and a psychologically safe working environment.

Key Performance Indicators:

Consistent delivery of high standards of dog welfare, care, and enrichment.

Positive customer and supporter experience.

Effective teamwork and communication.

Accurate and compliant record keeping.

Demonstration of flexibility and responsiveness to operational needs.

Professional conduct and resilience in sensitive situations.

Date Job Description Prepared:	June 2026
This job description is intended to provide a general overview of the requirements of the role. It is not a contractual document and does not form part of any contract of employment. The duties and responsibilities outlined may be subject to change at any time to meet the needs of the organisation.	