

Case Study: Marie

Job: Field & Small Animal Welfare & Behaviour Manager



Roles & Responsibilities:

- Manager of the Small and Field Section Deputy Managers at the Godmanchester centre.
- Training consultant for all staff, volunteers, students and foster families responsible for the care of field and small animals across the charity.
- Responsible for all charity literature relating to field and small animals.
- Project management for the development of the Field and Small animal departments across our three centres.
- Field & Small Section charity spokesperson for media & national campaigns.
- Field and Small Section Outreach Consultant working alongside the Community Engagement team to deliver educational messages and support pet owners.
- Budget holder.

Qualifications:

- GCSEs
- National Diploma in Animal Management from the College of West Anglia (two year course)

Work experience:

- Saturday job at pet shop
- Volunteer Animal Carer at local animal charity
- Weekend Animal Care Assistant at Wood Green's Heydon Centre
- Small Animal Rehomer at Wood Green's Godmanchester Centre



Continuing on the job training:

- Annual rabbit welfare training
- Management training
- In-house surgery and animal First Aid training

Most rewarding part of the job:

Dealing with emergency intake of neglected animals and seeing their progress and finally their journey to a new home. Educating the public about small animal care.



Case Study: Alison

Job: Qualified Veterinary Nurse



Role & Responsibilities:

- To provide high standards of care and husbandry to a range of animals within the care of Wood Green.
- Need to be able to work within an emotionally demanding environment.
- Need good mathematical skills, strong IT skills and to be physically fit.
- Need to be able to work in a team and offer strong customer care skills.
- Be confident handling a range of animals and not squeamish.
- Need to complete a two year full-time Veterinary Nursing Diploma, or a three year Degree.

Qualifications:

- Qualified Veterinary Nurse
- Post Graduate Diploma in Animal Behaviour
- MA in Children's Book Illustration

Work experience:

- Weekend surgery animal carer at Wood Green
- Zoo Keeper
- Leading puppy classes for a veterinary practice

Continuing on the job training:

- Schedule three veterinary nursing training (funded by Wood Green) and regular Continuous Professional Development (CPD)

Most rewarding part of the job:

The best bit of my job is seeing the really poorly animals improve and eventually go home. I'm always amazed by how resilient the animals are and by how quickly their bodies heal. Unfortunately, we see some animals at the centre that haven't been looked after properly by their previous owners, which is very sad, but watching them get better is very rewarding. Since completing my MA in Children's Book Illustration, I've produced dog safety images for Community Outreach at Wood Green and I am involved with a body condition scoring program at ZSL London zoo. This involves working with Zoo Keepers and Veterinary Staff to create diagrams of the more exotic species in the zoo to help the Keepers to assess whether the animals in their care are the correct weight.

My advice to anyone wanting to work with animals would be to make the most of any volunteer experience they can find, as often more opportunities come from these. I started off at Wood Green as a volunteer in the Surgery department when I was 14! My zoo keeping position also came from doing three months voluntary work at Jersey Zoo.



Case Study: Charlotte

Job: Field & Small Animal Deputy Manager (dealing more with Field animals than Small animals)



Role & Responsibilities:

- Managing a team of 9 Field Animal Staff and providing necessary training.
- Caring daily for over 7 species of field animals.
- Dealing with members of the public in potentially difficult situations.
- Managing projects, for example a stable yard project and developing the Field Section.
- Budget management – ordering new enrichment, feeds and supplies.

Qualifications:

- GCSEs
- Level 3 Diploma in Animal Care
- Level 3 Diploma in Customer Care
- Level 2 Diploma in Farm Animal Care
- AS Level in Biology

Work experience:

- Volunteer work at a zoo
- Work Experience on a stable yard, particularly with Shire Horses
- Field and Small Animal Rehomer at Wood Green
- Worked with sheep, pigs, cattle and chickens on a farm for a year
- Manager in fashion retail



Continuing on the job training:

- Donkey Care Training
- Camelidsense - Camelid care (Alpaca & Llamas)
- Volunteer Management Training
- Level 2 in Pet First Aid

Most rewarding part of the job:

Forming a bond with animals that once had no trust in people at all! Neglected or abused animals that come in having suffered at the hands of someone else who then learn that most people do care and want to help. Being able to give an animal the care it needs until it feels well enough to behave naturally and enjoy life is the best feeling. We do not always rehome the field animals here, some stay as residents to help us educate the public on ideal field animal care and they become part of the big Field Section Family. Job satisfaction is sky high!!



Case Study: Nicola

Job: Dog Welfare Animal Rehomer



Roles and Responsibilities:

- Working within dog reception, assisting in the rehoming of the dogs and carrying out all reception based admin.
- Need to be IT literate.
- Dealing with members of the public on the phone and face-to-face, so good customer service skills are essential.
- Booking dogs out to their forever homes.
- Booking in stray dogs and helping to reunite them with their owners.
- Carrying out pre-homing talks (known as onsite talks), to families who are interested in adopting a dog.



- Arranging and carrying out home visits to prospective new owners, offering behavioural advice to families and visiting dogs once they have settled into their new homes.
- Offering advice calls to new dog owners and courtesy calls to owners of recently rehomed dogs.
- Need to work as a team and within an emotionally demanding environment.
- Animal Welfare qualification is desirable, but not essential.
- Liaising with other organisations such as the RSPCA, dog wardens, veterinary practices, microchip companies and the police.

Additional Responsibilities:

- Taking dogs to the vets for specialist appointments, operations or overnight care.
- Liaising with other departments at the charity, so the charity works well as a whole.
- Helping to organise events within the department as well as across the charity.
- Assisting in training new staff and volunteers within the department.



Qualifications:

- GCSEs
- National Certificate in Animal Care

Work Experience:

- Work experience at a veterinary practice
- Work experience and then volunteering at a cat rehoming centre

Continuing on the job training:

- Microchip Course
- In-house training and external courses on a variety of different subjects



Most rewarding part of the job:

We often see stray dogs at Wood Green and it is so nice to see them either reunited with their owners or find loving new homes and to know you have helped that happen. It is worth all the hard work that goes into this job. It's also a pleasure to hear how they are getting on in their new homes, reading the emails from new owners and going to visit them. Working at a rehoming centre you really can make a difference to the lives of all the animals that come through the door.





Case Study: Linda

Job: Director of Animal Welfare and Rehoming Services



Role and Responsibilities:

- Leading an experienced team of professionals in animal rehoming, education, outreach and fostering as well as working with other leading animal welfare charities to lobby the government and work with relevant industry on issues such as Dangerous Dogs, Pet Advertising and Responsible Pet Ownership.

Qualifications:

- BSc (Hons) in Animal Behaviour
- Cambridge University course on Animal Welfare Science, Ethics and Law

Work experience:

- Grew up on a farm and took responsibility for up to 200 farm pigs, which gave me a real interest in improving animal welfare and led me to undertake a degree in Animal Behaviour and Welfare.
- Began working at Wood Green in 2001 as a Liaison Officer on the Dog and Small Animal Section dealing with rehoming and animal intake on a daily basis.
- Progressed to the role of Deputy Manager.
- Joined the Fundraising Team as Community Fundraiser, giving me the opportunity to share my enthusiasm for the work of Wood Green with the many fabulous supporters that the Charity is so lucky to have.
- A short interlude working for a Lettings Agency proved that Animal Welfare was for me and so I returned to the Charity, taking a role to develop animal welfare policies and procedures.
- Became Deputy Head of Animal Welfare, where I managed the Hands On Education and Outreach teams, working closely with the animal sections as well as working with other leading animal welfare charities to lobby the government and work with relevant industry on issues such as Dangerous Dogs, Pet Advertising and Responsible Pet Ownership.

Most rewarding part of the job:

With over 15 years' experience working with animals and studying animal welfare and behaviour, I continue to be passionate about what I do and strive to learn more about the wonderful companion animals that we share our lives and homes with. I have a particular interest in the human-animal bond, and a keen interest in pet ownership trends. I'm honoured to have such an interesting and diverse role, working with an experienced and dynamic team to develop and consistently review our practices to ensure we are at the forefront of animal welfare. Moving forward I am keen to continue to take Wood Green knowledge and experience out to an even wider audience in order to help more animals and their families and promote responsible pet ownership.



Case Study: Wendy

Job: Training and Behaviour Consultant



Role and Responsibilities:

- The Animal Welfare, Behaviour and Training Consultancy Team is a new department involved with education and owner support of mostly non-Wood Green dogs, as well as progressing welfare standards within the existing dog section.
- Offering a 'Dog Behaviour Advice Service' via the telephone and one-to-one consultancy to dog owners on a range of behavioural and welfare issues.
- Using knowledge, experience and scientifically proven theories to promote best animal welfare practice within the home and the rescue environment.

Qualifications:

- CSEs and O-Levels
- NVQs in animal care

Work experience:

- I have always had an interest in animal behaviour and started training dogs at a young age. I became a member of a local dog club at 15 and began helping out with classes.
- I have been rescuing and hand rearing foxes for 20 years and have released several small groups of young foxes back into the wild. Seeing them hunting and learning about the world has been a wonderful experience.
- I have worked at Wood Green for 25 years, starting as a weekender and progressing to Department Manager, a post I held for 10 years. During that time there have been many improvements in how we house, care for and train dogs and I am proud to say that I have had a leading role in most of them.
- Formed the Wood Green Dog Demo Team, training as a small team and giving demonstrations at local shows and at the charity's own major events.
- Became part of the Rescue Dog Agility demonstration at Crufts in 2000, where I continue to play an active part, organising the Wood Green team event.
- I am now involved with the development of the behaviour side of the charity in the role of Dog Welfare and Training Consultant.



Continuing on the job training:

- SATS trainer and mentor
- Health and Safety and People Management training
- Kennel and Cattery Management
- Many CPD behaviour, training, health and welfare seminars
- Currently doing the kennel clubs KCAL to achieve Behaviour Training as well as Rescue and Rehoming accreditation



Most rewarding part of the job:

Dogs are obviously at the centre of my career and I love to see the relationships and communication that develops between dogs and people. I enjoy seeing people get success from training their dogs, but what motivates me most is when the bond grows when the dog is rewarded, starts to enjoy the learning process and buys into the communication. As far as learning about training, behaviour and all things dog related, the more I learn the more I realise there is to learn.



Case study: Debbie

Job: Auxiliary Veterinary Nurse



Role and Responsibilities:

- Assisting the Qualified Veterinary Nurses and Vets with daily procedures and day-to-day care of the animals, including giving medication and injections, microchipping, preparing animals for operations and helping them to recover after operations.
- Feeding and general animal husbandry.
- Need to be able to work within an emotionally demanding environment.
- Need to be confident in handling a range of animals and not squeamish.
- Animal care qualification desirable but not essential.
- Able to work as part of a team and offer strong customer care skills.

Work experience:

- Waitress at a cafe
- Factory worker
- Retail Assistant
- Taxi escort for child with hearing impairment
- Bar staff at nightclub
- Worked for Wood Green for 14 years: Dog Rehoming section for 8 years and Surgery department for 6 years.

Continuing on the job raining:

- Level 3 Personal Development Plan and reached the highest level of dog handler training available
- First Aid training
- Microchip training
- Welcome Host (Customer Care) training

Most rewarding part of the job:

Helping and seeing animals get better after treatment and eventually going home. Knowing you are making a difference every day.



Case Study: Frances

Job role: Outreach Officer



Role and Responsibilities:

- Teaching the public about responsible pet ownership to a variety of audiences including youth groups, adults, young offenders and the elderly.
- Organising roadshows, events and animal MOT sessions.
- Knowledge of current animal welfare issues.
- Creative with good communication skills.
- Confident giving tours and delivering talks to the public.
- Working within an emotionally demanding environment.

Qualifications:

- Junior Certificate (Irish equivalent of GCSEs)
- Leaving Certificate (Irish equivalent of A-Levels)

Work experience:

- Auxiliary Veterinary Nurse at the RSPCA
- Auxiliary Veterinary Nurse at a private practice
- Dog Rehomer for All Dogs Matter
- Manager of a pet shop

Continuing on the job training:

- SQP training
- First Aid training

Most rewarding part of the job:

Seeing the difference it can make helping an owner onto the path of responsible pet ownership.



Case Study: Sarah

Job: Digital Marketing Officer



Role and Responsibilities:

- I basically deal with the charities online presence. So I run the website, the social media platforms and all digital marketing via third parties.

Qualifications:

- GCSEs
- BTEC - Display Design
- BA Hons - Theatre Design



Work experience:

I ended up working in retail after graduating, to get out of a rut I interned one day a week with designers I liked. During my interning a job came up running the webshop for a handbag designer. So I took the role part time, it snowballed to running the brands social media channels and marketing, and I never looked back. I have now worked for Christmas Decoration Designers, Comedians, Interior Designers, Fair Trade Charities and now for Wood Green.

Continuing on the job training:

The digital world is vast and ever evolving, so I read lots of blogs, listen to podcasts and spend lots of time on social media. To stay up to date with the latest trends and developments in the online world is very important to my role.

Most rewarding part of the job:

Spending all day on the internet is just as fun as it sounds! I love the social aspect and hearing stories and feedback from members of the public. In the past I struggled with the futility of working for commercial enterprises, so working for a charity is much more rewarding. Promoting animals that need homes and spreading the word of the amazing work all our employees do here at Wood Green is the best reward.





Case Study: Nicole

Job: Cat Welfare Animal Rehomer



Role and Responsibilities:

- To provide excellent standards of care, husbandry and best practice training methods.
- Consistently provide good service to customers and visitors, dealing with general enquiries and questions on aspects of animal welfare efficiently, professionally and with respect.

- To promote the Centre, its aims, work and policies to the benefit of animals in our care.
- To be able to work in an emotionally demanding environment and stay calm in busy situations.
- To be physically fit and able to work as part of a team.

Qualifications:

- GCSEs
- National Certificate in Animal Care

Work experience:

- Volunteer at The Raptor Foundation
- Kennel assistant at a boarding kennels
- Dog groomer
- Animal carer at a wildlife hospital
- Evening receptionist at a veterinary clinic
- Team trainer at Cambridgeshire Canine Centre (Flyball)

Continuing on the job training:

- Microchip training
- Various smart skills courses
- Pet plan training
- Employee progression plan (ongoing)



Most rewarding part of the job:

The most rewarding part of the job for me is seeing the harder to home cats go to their new homes. Some cats are very scared when they first come into the shelter so they often get overlooked by members of the public. It's very rewarding to spend time gaining the cat's trust and bringing them round so they are more confident when meeting new people.



Case study: Lee

Job: Protection and Welfare Officer



Role and Responsibilities:

- To lock up and secure the site and monitor all 3 Wood Green sites (Godmanchester, Heydon and London) in and out of hours, including answering phone calls.
- To monitor the safety of employees and members of public.
- Out-of-hours animal care: feeding, giving medication and injections and monitoring of poorly animals; exercising dogs and monitoring stress levels from a range of species, including cats, dogs, small animals and farm animals.
- Safely securing animals at night.
- Dealing with any lost children on site including liaising with the police.
- Responsible for staff lone working out-of-hours.
- To take in stray animals out-of-hours.
- Fire alarm checks and building alarm checks.
- Need to be confident with animals, especially dogs.
- Have good IT skills and work well as part of a team.

- Dealing with members of public and event organizers and monitoring on-site and external events.
- Banking monies taken on site.
- Need to be calm under pressure, observant, reliable and trustworthy and have good time keeping skills.
- Need to have good people skills as we deal with potentially upset and angry members of public both in person and over the phone.

Qualifications:

- GCSEs
- Level 1 & 2 City and Guilds Basic Computing
- Safeguarding Children (level 1)



Work Experience:

- 8 years working on Dog Section as a Dog Rehomer: feeding, walking and caring for the dogs as well as assessing and testing dogs. Reached the highest level of dog handler training available.
- Dealing with dog intakes and booking dogs out when being rehomed.
- Working in dog reception dealing with day-to-day enquiries and also carrying out home visits to potential dog owners and those who have recently rehomed a dog to offer advice and help.

Continuing on the job training:

- Training on animal handling across a range of species, including microchip Training
- First Aid in the workplace
- Conflict Management Training

Most rewarding part of the job:

Helping the public with stray animals and looking after animals out-of-hours. Maintaining the safety of employees and members of the public.



Case study: Jo

Job: Veterinary Surgeon



Role and Responsibilities:

- Undertake a range of veterinary duties for all Wood Green animals including operations, assessing animals and administering medication, taking x-rays and taking and interpreting medical test results.
- Need strong science A levels including Biology and either Chemistry, Physics or Maths (minimum of two A's and one B) together with a degree in Veterinary Medicine. Being accepted onto a veterinary degree can be very competitive so any previous experience with animals could be extremely advantageous, in particular work experience in a veterinary practice and working with and handling animals including livestock.

- Good mathematical skills together with strong practical capability.
- Emotionally strong and able to make reasoned and informed decisions.
- Not upset by the sight of blood and not squeamish!
- Wood Green do not employ vets at their Godmanchester or Heydon Centres, but have an agreement with veterinary practices local to each centre to supply their experienced veterinary staff.
- Being a veterinary surgeon is a challenging and rewarding career. At Wood Green, the role of the vets is to look after the health and welfare of the animals whilst at the centre. On a day-to-day basis this involves performing health checks on animals that are newly arrived and caring for any ill or injured animals. Preventative healthcare such as vaccination and routine neutering is also an important part of our work.

Qualifications:

- BVetMed (degree in Veterinary Medicine from the Veterinary College, London)
- MRCVS (Member of the Royal College of Veterinary Surgeons)

Work experience:

- Volunteering on farms
- Volunteering in veterinary practices
- 12 week placement at London Zoo

Continuing on the job training:

- Attending regular courses and completing on-line CPD (continuing professional development) to keep up-to-date.

Most rewarding part of job:

Seeing an animal recover and to be rehomed successfully.





Case Study: Anna

Job: Community Education Project Manager



Role & responsibility:

- The role of Community Education Project Manager is to devise, implement and evaluate the Charity's animal welfare education programme for under sixteens through a clear strategy.
- This includes maximising all education opportunities, both on-site and within the local community, for schools, families and other groups and organisations. Responsibility also includes line management and overseeing the department's health and safety.

Qualifications:

- PGCE Primary
- BSc Ecology
- Level 4 Award in Management from the Institute of Leader Management
- iOSH Managing Safely
- Paediatric First Aid



Work experience:

As a graduate I was passionate about ecology and wildlife and through volunteer work with the Wildlife Trusts became employed as an Education Warden on a nature reserve. However, I decided to train as a teacher to further my career as an environmental educator; I gained qualified teacher status and subsequently taught in primary schools for two years. After spending some time working abroad taking a break from teaching and taking stock of what I wanted from a job, I gained a fantastic role managing the education department on a busy working farm in Sheffield teaching inner city children where their food came from. From here I developed a passion for animal welfare and in 2008 came to work for Wood Green as an Education Officer, a dream job combining my love of teaching with animal welfare. This then progressed to a promotion to Education Manager and after returning from a year's maternity leave in 2013 I gained my current role of Project Manager.

Continuing on the job training:

Wood Green is a fantastic organisation to work for in terms of continuing training and during my time here I have undertaken various training including first aid, managing health and safety and general management training, alongside training across all animal departments to keep up to date with educational messaging.

Most rewarding part of the job:

Making a difference. Knowing that as a direct result of the work of the education team, there will be happier pets both now in people's homes and in the future when the young people we educate become pet owners in their own right.



Case Study: **Helen**

Job: **Community Education Officer**



Role and Responsibilities:

- Working within the charity delivering key messages to 5-16 year olds about responsible pet ownership and animal welfare.
- Carrying out school and family tours on site and travelling to schools with Cambridgeshire and Hertfordshire to deliver lessons.
- Working alongside all sections of the charity to expand my knowledge of animal care and keep up-to-date with key animal welfare and education messages.

Qualifications:

- GCSEs
- NVQ level 2 and 3 in Horse Care Management
- BTEC 2 year course in Hospitality

Work experience:

I started off working within Dog Welfare as a dog rehomer in 2008. I worked with the dogs for three and a half years where I worked my way up with my handling training and behaviour & training levels. I worked hard studying for the in-house personal development package (PDP) and reached level 4. Alongside this I was working in a riding stable in my spare time teaching a wide range of children about horse care and riding and this is where my love of working with animals and children grew from. I applied to become part of the Education team and was successful in 2011. Since 2011 I have been part of the Education Team going out into schools and visiting youth groups teaching responsible pet ownership, often with Wiggles my education dog by my side.

Continuing on the job training:

We receive continuous training within each animal section to make sure our handling and knowledge is up to date. Alongside that we also attend training and development courses within Wood Green, which helps to teach us new skills and expand the skills that we already have.

Most rewarding part of the job:

I love my job! The best part of it is working alongside young people and knowing that I am helping them develop their knowledge and understanding of the correct things that animals need. It is always good to hear feedback stories that show I have taught the pupils the key messages, especially relating to dog safety, which is something I am very passionate about.

