

Job Description: Hub Manager

Part Time: 2 days/16 hours per week

Position Overview

The Hub Manager oversees the smooth functioning of the hub, representing the charity positively and ensuring supportive, inclusive environments. This role requires a dynamic individual with a passion for dog training and an unwavering commitment to creating a positive environment for clients, staff, and furry companions alike. Outstanding people skills are essential to foster strong relationships and promote high standards of service and professionalism.

Key Responsibilities:

- Managing trainers, fosters, and volunteers, assisting in recruiting and assessing their suitability.
- Supporting Veterans during their application process and throughout their participation in the programme.
- Handling logistics such as arranging transport, where needed, and ensuring necessary equipment for dogs and fosters.
- Maintaining records, ensuring GDPR compliance, and submitting required documentation.
- Implementing training plans, risk assessments, and venue management.
- Encouraging teamwork, resolving conflicts, and providing regular feedback.
- Organising training support, addressing learning issues, and arranging special sessions when needed.
- Representing the charity at events, ensuring health and safety, and reporting risks or concerns.

The role also demands professionalism, adherence to charity policies, and ongoing training in areas such as first aid and mental health.

Required Experience

- 3-5 years of experience in a leadership role within a dog training or pet care facility.
- Proven track record of managing teams and achieving operational excellence.
- Hands-on experience in dog training techniques and practices.

Key Skills

- **Exceptional People Skills:** Ability to connect with clients, staff, and partners, ensuring smooth communication and a collaborative environment.
- **Leadership:** Capable of motivating and guiding a team toward shared goals.
- **Organisational Abilities:** Demonstrated skill in managing schedules, resources, and competing priorities effectively.
- **Problem-Solving:** Adept at resolving conflicts and addressing challenges with professionalism and creativity.
- **Communication:** Strong verbal and written communication skills to interact with diverse audiences.
- **Technical Proficiency:** Familiarity with scheduling software and basic financial tools.

Why Join Our Team?

We pride ourselves on being more than just a dog training centre; we are a community of passionate individuals dedicated to enhancing the bond between dogs and their humans. As the Hub Manager, you will play a pivotal role in shaping the success of our facility while positively impacting the lives of our clients and their four-legged companions.

Application Process

Interested candidates should submit their resume along with a cover letter detailing their experience, skills, and passion for dog training and leadership. Applications may be sent to getintouch@servicedogsuk.org

Equal Opportunity Statement

We are an equal opportunity employer and value diversity. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, sexual orientation, disability, or veteran status.