

Animal Centre Manager



Rescue. Protect. Lead.



From Mark

Dear Candidate

Thank you for expressing an interest in this role. Our Animal Centre Managers play a critical role in leading our passionate team of staff and volunteers who support the animals in our direct care. We run more centres than any other charity in Scotland. We look after more animal types than anyone else: dogs, cats, rabbits, ferrets, fish, snakes, horses – and we always strive to achieve the best outcomes for every animal, and wherever possible find an adopter who can provide a forever home.

Success will look like having an animal with us for as short a time as possible – adoption where this is the best outcome will be what you want your team to be driving towards. With some of the circumstances that lead an animal to be with Scotland's leading rescue charity, you will be responsible for ensuring your teams balance passion with professionalism, using the guidance from our clinical and behaviour teams. Being professional, insight-led, and informed by standard operating procedures will be your mantra.

The Scottish SPCA wants its charity purpose consistently applied across different centres, and you'll be the champion of your people; supporting, encouraging and challenging your team to be their best in our complex, busy, tough but rewarding centres.

Thank you for reviewing this pack; I hope my cover letter and the enclosed information help you determine if this is a role that you should apply for – good luck if you do!

Sally at Eden Scott is leading on connecting you with us and we look forward to hearing from you.

Best wishes



Mark Bishop
CEO



Job Specification

Job Title:	Animal Centre Manager (full time, permanent)
Location:	Animal Rescue & Rehoming Centre - Glasgow
Salary:	£37,000 - £44,000
Direct Reports:	Assistant Managers, Senior/Animal Care Assistants, Volunteers
Contacts:	General public, Animal Rescue & Rehoming Centre colleagues, Inspectorate, Adoption and Fostering team, Animal Behaviour team, Health and Safety team, and the People team.

Overall purpose of the role

You will support our fight against animals suffering by providing the best care possible in our rescue and rehoming centre and you will maximise fostering and adoption opportunities.

You will ensure that in the centre we apply consistent professionalism from admission to adoption, using clinical and behavioural expertise to determine how to get the right outcome for every animal.

Specific responsibilities

- 1. Managing our people:** You will ensure staff and volunteers are recruited, inducted, trained, managed and supported in line with our policies and protocols, promoting a positive and inclusive work environment where people feel connected and are clear on expectations.
- 2. Adoption outcomes:** You will ensure as many animals as possible achieve a second chance of happiness, drawing on the expertise of our veterinary and behavioural teams to get to the right animal welfare outcomes.
- 3. Monitoring performance:** You will ensure the performance and budget of the centre is managed in line with business plans, ensuring we use agreed suppliers and national partnerships for goods and services.
- 4. Building capability:** You will ensure the effective delivery of centre objectives through empowering, coaching and enabling others to perform at their best; celebrating good practice and sharing powerful and poignant stories with supporters to inspire new donations.
- 5. Managing health & safety:** You will ensure all staff, volunteers, visitors and animals are kept safe by implementing and monitoring organisational policies and standards and encouraging a culture of accountability for safe working practices.
- 6. Leadership contribution:** You will play an active part in translating strategy into clear local priorities, aligning people, resources and processes to achieve sustainable results. Playing an active part in the animal centres leadership group, you will encourage collaboration across teams and create an environment where positive attitudes, constructive behaviours and shared ownership of outcomes are the norm.

Person specification

You may have direct experience of providing animal services, or you may have broader leadership skills where you have run complex or fast-paced services while maintaining high standards. Our Centre Manager needs to excel at the following:

- **Operational excellence** – an ability to align teams to organisational priorities and deliver results through others, promoting accountability to achieve the best outcomes.
 - **Influential communicator** – communicating with clarity, adapting their style to engage diverse audiences, and ensuring clear expectations are set and issues are managed constructively and with empathy.
 - **Growth mindset** – leading change confidently, encouraging innovation and continuous improvement.
 - **Emotional intelligence** – demonstrating self-awareness and sound judgement in complex situations.
 - **Collaboration** – building strong relationships and encouraging teamwork, knowledge sharing and inclusion.
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The Scottish SPCA

The Charity was founded in 1839. We are a 187 years young. Over 90% of the population of Scotland know and value what we do for domestic, farm and wild animals.

We employ over 300 colleagues and have 900+ volunteers who have joined the fight to stop animals suffering. We are high on passion, endless in energy, committed to ensuring all creatures are treated well at the hands of humans.

The Charity has a turnover of circa £20 million, made up of mostly voluntary income. With close to 45,000 regular supporters, we are the largest and leading animal welfare charity in Scotland. We are in the hearts of the public, the ears of the politicians and the eyes of the media.

The Charity is undergoing an exciting period of renewal and innovation, and is forward-facing, increasingly brave, and fearless in its fight to stop animals suffering.

Our centres in context

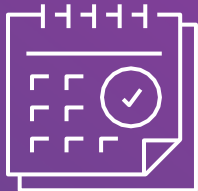
We have animal centres across Scotland, including Inverness, Aberdeenshire, Glasgow and Edinburgh. Our business office is in Dunfermline.

Five of our centres are primarily focussed on domestic animals: dogs, cats, rabbits and some exotic species. In addition, we run the National Wildlife Centre near Alloa which is responsible for supporting wild animals across the whole of the country.

The Scottish SPCA has an animal service model which considers all stages of an animal's journey with us. Our Helpline is the entry point for the model where we are notified of when an animal may need our support. We have field-based teams who go into domestic, farm and wildlife settings to evaluate a situation. Where it is appropriate to do so, we take custody of injured or threatened animals and bring them to a centre.

That's where the Animal Centre Manager role comes into play. You'll ensure we do our best for every animal in your direct care, always driven by adoption as your preferred outcome. To achieve this, we need our centres to be run effectively, consistently and with clear accountability to the wider charity.

Benefits



**31 days annual leave
rising to 38 days**



**2 Wellbeing days a
year**



**A day off for
your birthday**



**Life assurance scheme 4x
basic salary**



**Company
sick pay**



**Enhanced family
leave policies**



**Medicash benefit
including EAP service**



**Medicash cover for up to 4
dependent children**



**Bring your dog to work
(location restrictions apply)**



**Retail & gym
membership discounts**



**On the job training &
development**



**Company Pension
contribution**



How to apply

This recruitment campaign is being managed by Sally Rae at Eden Scott. Please send your CV and covering letter explaining how your skills and experience meet the requirements of the role to: Sally.Rae@edenscott.com

Key dates

Closing date: 16th July 2026

First stage assessments: Week commencing 27th July

For further information, or if you have any queries, please contact Sally on: **07776 662506**