



## WELFARE OPERATIONS EXECUTIVE JOB DESCRIPTION

<b>Job Title:</b>	Welfare Operations Executive
<b>Location:</b>	Hybrid role at least one day at East Garston offices.
<b>Reports To:</b>	Head of Welfare Operations
<b>Contractual hours:</b>	35 hours per week. Full-time, Permanent
<b>Base Salary:</b>	circa £25,000
<b>Date:</b>	December 2024

### TO APPLY:

Please submit your application with your CV and a concise covering letter to [recruitment@britishhorseracing.com](mailto:recruitment@britishhorseracing.com). Applications will close on 31 January 2025.

### ROLE PURPOSE:

To ensure the Head of Welfare is assisted in delivering and fulfilling RoR's responsibilities as British Horseracing's official charity for the welfare of retired racehorses; and to racehorses in Great Britain.

Operational management of RoR's Vulnerable Horse (VHS), Emergency Relief for Thoroughbred (ERT) and the Retraining Assessment Programme (RAP).

### KEY RESPONSIBILITIES:

1. To assist the Head of Welfare in the management of cases of vulnerable former racehorses which are in danger or at risk of neglect or suffering.
2. To answer queries and respond to owner requests for RoR charitable support in a timely manner
3. To be responsible for the collation of documentation to effectively assess applications for charitable support.
4. Manage all aspects of initial screening and assessment of information required for applications to the Retraining Approval Scheme.
5. To be responsible for the day-to-day management of the Welfare Management System (WMS) platform to ensure its application by partner centres, approve payments and all relevant administrative tasks.
6. To administer the placement of vulnerable former racehorses into the care of an accredited rehoming centre and monitor their progress leading up to suitable rehoming in collaboration with the Head of Welfare.
7. To manage and administer a database of nationwide emergency contacts of veterinary surgeons who can be called upon to inspect horses and/or premises at short notice.
8. To produce regular reports and updates on the activity of the VHS, ERT, RAP and other welfare issues relating to RoR for the Head of Welfare.
9. To monitor social media for adverse welfare situations involving thoroughbred horses in GB and escalate these as appropriate within RoR.

10. To manage and monitor all aspects of RoR's online site for the sale and loan of former racehorses 'Source a Horse'.
11. To support the Head of Welfare Operations to deliver key projects, provide administrative support and ensure timelines and objectives are met in the delivery of these projects.

## **PERSON SPECIFICATION**

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### **QUALIFICATIONS/EDUCATION**

- There are no prescriptive requirements for this role however the level of administrative, personal and IT skills required make it probable that the job holder has already received formal or on-the-job training and education in previous roles.

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### **EXPERIENCE REQUIRED**

- Supportive of the role and remit of Retraining of Racehorses (RoR) and awareness of animal welfare charities particularly equestrian.
- Ideally understanding of the regulation and administration of British Horseracing.
- Extensive equine experience (preferably with thoroughbreds/ racehorses and knowledge of the running and horse requirements in other equestrian disciplines)
- Experience of working in the charitable sector and with volunteers

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### **PARTICULAR SKILLS REQUIRED**

- Excellent communication and interpersonal skills by telephone and email.
- Experience of liaising with people from diverse backgrounds from the general public to owners and trainers and other equine professionals.
- Competent in Office IT systems.
- Organised and disciplined approach to deliverables and objectives

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### **TYPE OF PERSON REQUIRED**

- Present themselves professionally.
- Team player with the ability to work collaboratively as well as on own initiative.
- Forward thinking and proactive.
- Positive and open-minded approach
- Ability to work to changing requirements and short deadlines to meet changing operational requirements.
- Reliable with attention to detail to deliver operational needs.
- Discreet and high level of integrity as will be working with confidential or sensitive information from time to time.
- Confident and assertive with the capability and will to develop self.
- Flexible, both in approach and time management.

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### **SPECIAL CIRCUMSTANCES**

- Week-end working may be required from time to time with some anti-social hours.

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### **ANY OTHER RELEVANT INFORMATION**

- This job description is not intended to be all-inclusive or exhaustive. Employee may be required to perform other related and reasonable duties in order to meet the on-going needs of the organisation.

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Culturally, we take pride in the way we work and what we achieve. We are committed to advancing the work of equality, diversity and inclusion and we want to attract the best people from the widest talent pool, as well as those who reflect the diverse nature of our society.

Should you require any reasonable adjustments, please contact  
recruitment@britishhorseracing.com to provide further details.