



## DAYCARE ASSISTANT

At Paws and Pause everyone should feel part of our team and mission. Whether that is paid staff, trainees or ad hoc volunteers we want everyone to feel valued and integral to the running of Paws and Pause.

### Overview:

Job title:	Dog day care assistant
Reporting to:	Day care manager
Hours:	Full time and part time roles available, hours ranging from 7.15 - 23.00
Location:	Based working at daycare sites across South London
Pay:	£13.15per hour

### General Summary of Paws and Pause

Welcome to Paws and Pause! We are a one of a kind social enterprise dog day care. We look after dogs whilst also delivering traineeships for people in long term unemployment due to mental illness and substance addiction. Our values are all about having fun and creating an inclusive space where everyone, dogs and people alike, are cared for and safe. We are currently recruiting for Daycare assistants to join our team.

### General Summary of Job

The daycare assistant is responsible for making sure our dogs have the best day at daycare! This means you will be supervising and managing daycare dogs and ensuring the safety of them throughout the day. You will also be responsible for giving detailed feedback to our dog families at the end of the day and building a brilliant relationship with our customers.

### Primary Duties

#### 1. Dog Management

- Interact with dogs in different playgroups using appropriate toys and tools to ensure safe levels of play and minimising stress levels of all dogs in playgroup
- Maintain visual observation of dogs at all times and spread attention and play among all dogs in the playgroup
- Control level of play by following dog management and control procedures and instructions provided by management
- Use proper dog introduction procedures for new pups joining the pack
- Use appropriate praise and positive reinforcement all the way!
- Ensure you know all dogs in playgroup and can properly identify them
- Watch all new dogs carefully and immediately consult with management if you have concerns
- For all dogs in playgroup, report any unusual behaviour, or eliminations and injuries to management immediately
- Complete dog incident reports timely when required
- Exercise dogs correctly according to their needs and energy levels
- Feed dogs lunch



- Provide fantastic customer service to our customers so they understand just how important their pup is to us

## 2. Cleaning Duties

- A significant part of the role is making sure our premises are at the highest standard of cleanliness to keep our dogs safe and happy throughout the day

## 3. Other

- Inform management of any issues you have identified in daycare and suggest solutions to how we can work to make our service better
- Support with admin functions of the daycare such as purchase orders, general marketing and customer relations, emails and data input
- Be an active member of the team and attend team meetings and training sessions
- Welcome and help induct new trainees to Paws and Pause
- Any other duties deemed reasonable by management for the role

### You will :

- Love dogs
- Have paid or professional volunteering experience with dogs - at least 6 months. (Unfortunately having your own dog does not qualify)
- Enjoy being part of a close team who share responsibility and work together to make sure the dogs, trainees and your colleagues have a great day
- Be a problem solver and be involved in the improvement and growth of Paws and Pause
- Enjoy a physical job where you are on your two feet, running after four feet, for most of the day
- Enjoy working with a diverse team from a range backgrounds who celebrate our differences
- Be reliable! It's super important that we have the right human to dog ratio at all times so timekeeping, a reliable commute and attendance are key!

### What we offer:

- we are one of 3 London living wage accredited day care employers
- A fun, supportive workplace that puts our dogs, trainees and employees first
- Training: we do monthly inhouse training as well as external training for our employees. Including First Aid, OFQUAL level 3, Management training, etc
- Progression - we are always on the lookout for day care managers and love to see our staff grow in confidence and skills to progress with Paws and Pause
- An inclusive workspace that has mental wellbeing at its heart

### How to apply:

- please send your CV to [hello@pawsandpause.co.uk](mailto:hello@pawsandpause.co.uk)
- We are currently doing a rolling recruitment with start dates set to be later this year