

## Volunteer role for Transport Lead

### Charity objective

The objective of the British Chihuahua Rescue (BCR) shall be to relieve the suffering and distress of Chihuahua dogs in need of care, attention or rehoming because of ill treatment, hardship, neglect or change of circumstances.

### Role Overview

The Transport Lead at the BCR plays a vital role in managing the process through which relinquished dogs are safely transported to their foster carers using third party transporters. This position requires a compassionate, organised, self-motivated and resilient individual who can balance empathy for pet owners and foster carers with the best interests of the dogs and the charity. You are the main point of contact for organising transport and you would work collaboratively with the Relinquishment Lead, Regional Leads, foster carers, pet owners and external agencies such as the Animal Team and other rescues.

### Key Responsibilities

- **Transport Coordination:** Organise and manage the transportation of relinquished dogs by Third-Party Transporters, making sure that dogs are safely and legally transported in the most efficient and cost-effective way, whilst maintaining the welfare of the dogs at all times.
- **Liaison and Communication:** Work collaboratively with the Relinquishment Lead, Regional Leads, foster carers, pet owners, and Third-Party Transporters. Maintain clear and timely communication, responding to and resolving any issues or queries and providing progress reports on the day of transport.
- **Welfare and Safeguarding:** Ensure appropriate procedures are in place to safeguard the welfare of dogs and people during the transportation process. Advise and agree on the most appropriate method of travel to ensure the dogs are transported safely and legally. Respond to and resolve any concerns that may be highlighted in collaboration with other teams within the BCR and other third parties.
- **Information and Reporting:** Maintain records of all transport requests including dogs transported, locations, people involved and transportation costs and payments. Ensure transfers of ownership forms are effectively completed and submitted by all relevant parties.

### General skills requirements

- **Essential:** Excellent communication and interpersonal skills, with the ability to handle sensitive situations tactfully.
- **Essential:** Strong organisational skills and attention to detail; ability to manage and appropriately share information across multiple sources.
- **Essential:** Empathy and strong commitment to animal welfare.
- **Essential:** Ability to remain calm and professional under pressure.

- **Essential:** Ability to work independently and as part of a team.
- **Desirable:** Previous management experience, ideally within a charity.
- **Desirable:** Good understanding of and access to various software packages, e.g. Microsoft Excel, Facebook Messenger, WhatsApp, Google sheets, email and PayPal.

## Data protection and confidentiality

This role requires access to personal data (internal and external) and finance records. The postholder must handle information confidentially, comply with UK GDPR and the Data Protection Act 2018, and follow the charity's data handling, retention, and information security procedures at all times.