



Volunteer role description

Customer and cat care volunteer

Cats Protection is the UK's leading feline welfare charity and our vision is a world where every cat is treated with kindness and an understanding of its needs.

Cats are at the centre of everything we do and our objectives are: homing, neutering and educating people about cats and their care.

We help thousands of cats across the UK each year thanks to our network of dedicated volunteers, employees and supporters.

A bit about this role

Life in a rescue environment is never ideal for any cat compared with a warm, loving home. At Cats Protection, we strive to make life in care as happy and stress free as possible for our feline friends before they find their forever families. Our customer and cat care volunteers are part of a passionate team based at one of our adoption centres. They directly care for cats during their time with us and provide excellent customer service to visiting members of the public.

What can you expect to be doing?

- Welcoming and helping customers and donors
- Creating a warm and friendly atmosphere at the centre
- Serving customers at the till
- Sharing your passion for cat welfare and promoting the work of Cats Protection
- General cat care such as cleaning, grooming and feeding
- Cat enrichment such as play, exercise, handling

- Helping ensure each cats needs are considered and developed appropriately
- Free text as bullet points

What are the benefits to you and the cats?

You will develop new skills, expand your knowledge and make a significant contribution to improving the lives of cats and kittens by making our centres welcoming to members of the public and caring for cats in need. You will also meet new people, make new friends and be part of a dedicated team of employees and volunteers.

We're looking for someone with

- Basic knowledge of cats and cat care
- An appreciation of cat care and hygiene standards
- Patience, perseverance and empathy
- A level headed and practical approach
- A friendly and outgoing outlook
- Good communication skills
- Willingness to be part of a team

Time expectation

Our customer and cat care volunteers usually spend around 4 to 5 hours or half a day per week in this role, which is flexible and can be shared by more than one volunteer if needed.

Support, guidance and keeping you safe

At Cats Protection we believe our volunteers should be happy and confident in their roles. We provide support and guidance from our National Cat Centre and through our regional and local volunteer groups and teams. We offer engaging online and face-to-face training, expenses and have policies and processes to help volunteers get the most out of their time with us.

The wellbeing of our people is important and at Cats Protection we are committed to safeguarding children, adults at risk and all those that we come into contact with as part of our activities.

Thank you for joining us and sharing in this commitment and for everything you will do during your time with Cats Protection.

If you would like to find out more about this role, please contact: Insert name and contact details here.