

the Cotswolds
Dogs & Cats
Home

Chief Operating Officer

Recruitment Pack • November 2025

Nick Shanks • Director, Harris Hill Ltd

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HarrisHill
Executive Search



Welcome

Dear Applicant,

Welcome to the Cotswolds Dogs & Cats Home and thank you for your interest in joining us as our Chief Operating Officer.

Our team is deeply passionate about animal welfare and unwavering in our commitment to improving the lives of vulnerable animals in our community. Since our centre opened in 2016, we have welcomed thousands of wonderful animals through our doors — each unique, each with their own story. Our ambition is to lead the sector in exemplary rescue-centre care and to transform public perception of animals in rescue, ensuring no animal suffers because of the lack of resources.

As both our work and the need for our services continue to grow, we are constantly exploring how best to respond. Collaborating with partners such as the Salvation Army to deliver outreach clinics within vulnerable communities, and increasing capacity at CDCH, form key elements of our future strategy.

We are seeking an individual with passion for our mission — someone with vision, tenacity, and resilience to drive the charity forward. You will need to inspire and motivate our team, build strong partnerships, and work confidently at both a strategic and operational level. As a small organisation, we also need someone who is comfortable engaging with detail and who brings the expertise required to build a sustainably resourced organisation.

I hope you feel inspired by our work, and I very much look forward to receiving your application.

With warm regards

Carolyn Blackburn
Chair of Trustees

A beagle dog with black, brown, and white fur is lying in a lush green field filled with small white flowers. The dog is looking towards the camera with a calm expression. In the background, there are rolling green hills and a line of trees under a soft, overcast sky.

About us

The Cotswolds Dogs & Cats Home (CDCH) has been providing care and support to vulnerable animals in our community for over 80 years.

We work across Gloucestershire and support over 1000 animals each year living in our community. We find wonderful families for pets who need a new home and provide access to veterinary treatment for pets living with financially vulnerable families through our subsidised veterinary clinics, ensuring no animal suffers because of cost.

Our Impact:

- **Animals receive a second chance:** rescued, medically treated, rehomed.
- **Pet owners in financial hardship receive support:** to keep their animals, reducing rehoming/abandonment.
- **Community benefit:** the presence of CDCH reduces strain on owners and contributes to animal welfare in Gloucestershire & the Cotswolds region.
- **Awareness:** awards and recognition raise the profile of animal welfare and inspire further community engagement in the form of volunteering, donations and fostering.

Our Activities:

- **Rehoming of pets:** Help find new homes for dogs, cats, and small furry pets.
- **Foster care:** Provide opportunities for people to foster animals in their own homes until a permanent home is found.
- **Surrender/Rescue:** Take in animals that need giving up or have been rescued.
- **Low-cost veterinary clinic:** Run a subsidised clinic to ensure pets receive care.
- **Support & Advice:** Offer guidance (for pet owners, potential owners) and have a “Safe Space Scheme”.
- **Fundraising & Support:** Give multiple ways to support the charity, including donations, business partnerships, sponsorship, lottery tickets and leaving gifts in wills.
- **Charity shops & volunteering:** Operate charity shops and volunteer programmes to support their work.



Job description

Job title:	Chief Operating Officer
Reports to:	Chair of Trustees
Salary:	Up to £75,000 p.a.

Key Responsibilities

- **Operational Management:** Overseeing operations, including the CDCH centre, retail and fundraising as well as project delivery, finance, human resources, IT, customer service, and facilities.
- **Strategic Implementation:** Translating the Board's strategic vision into actionable plans and upgrading daily procedures.
- **Efficiency and Performance:** Measuring operational processes, identifying areas for improvement, and implementing changes to increase productivity, profitability and manage welfare costs & delivery.
- **Leadership and Culture:** Leading teams to achieve maximum performance, building a dedicated workforce, and establishing/upgrading policies that align with the company's culture and vision.
- **Data and Metrics:** Utilising data analysis and performance metrics to make informed decisions and drive business success.
- **Stakeholder Relations:** Managing relationships with key external partners and stakeholders.

Directly supported by the Charity Administrator and Finance Administrator



Person specification

Skills and Experience

- **Leadership Skills:** Demonstrable competency in business planning, development, and high-level leadership.
- **Strategic Alignment:** Ability to work comfortably at a strategic level and get involved in the detail where necessary.
- **Operational Expertise:** Extensive experience in optimising processes, managing projects, and driving organisational change.
- **Financial Acumen:** Strong financial understanding, including budgeting, forecasting, and making data-driven financial decisions.
- **Entrepreneurial Approach:** Demonstrable experience of income generation and developing commercial and/or fundraising partnerships.
- **Collaboration:** Able to work collaboratively internally and externally and to build relationships.
- **Communication:** Outstanding communicator, both oral and written, including presentation and public speaking.
- **Technical Proficiency:** A deep understanding of business functions and an ability to embrace and scale new technologies.

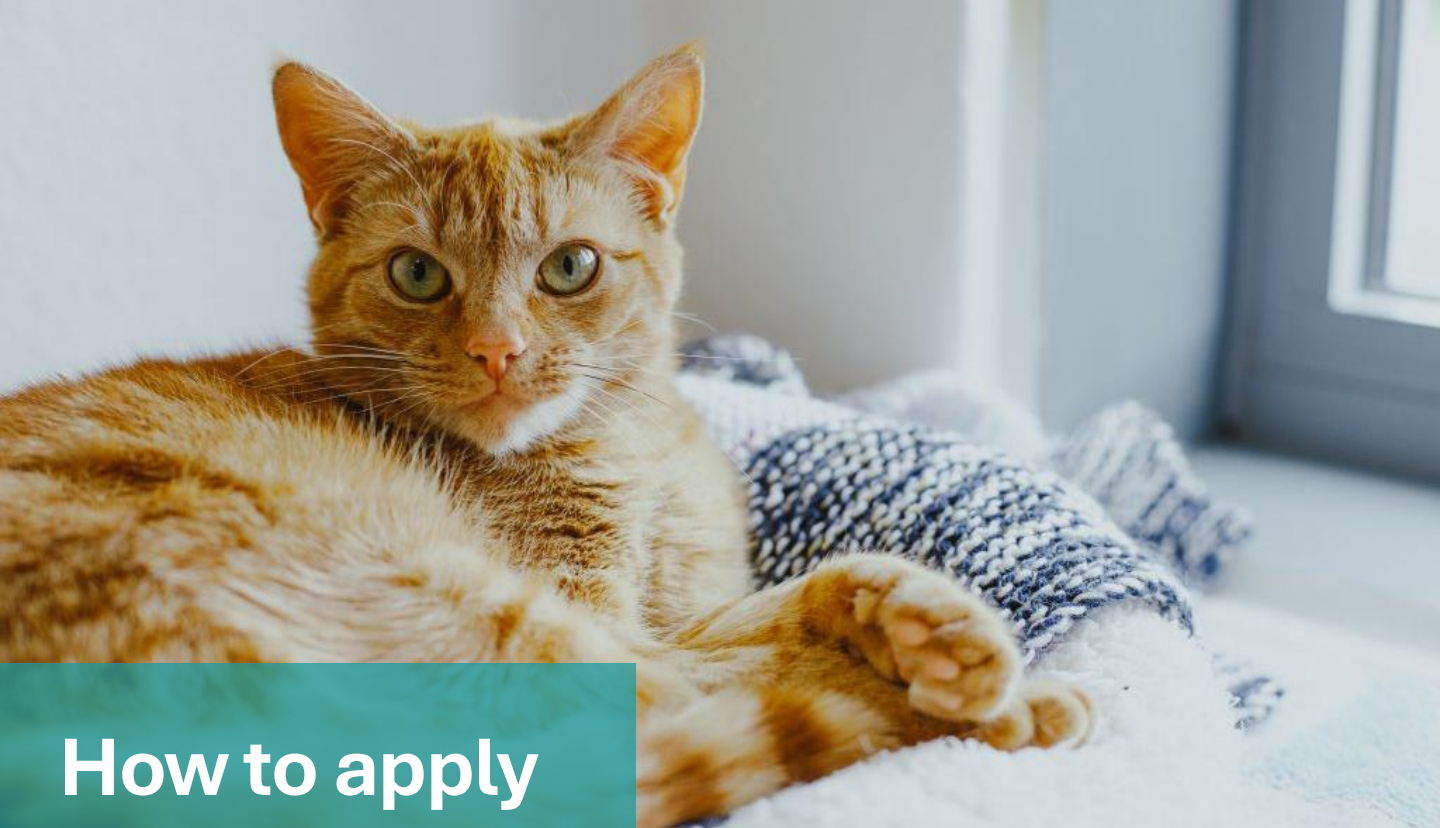
Personal Attributes

- Inspiring and values-driven leader, able to engage and motivate a high-performing and passionate team.
- Strong empathy, excitement, and passion for our work.
- Commitment to the charity's values.



Terms of appointment

Job title:	Chief Operating Officer
Reports to:	Chair of Trustees
Contract/hours	Permanent/Full Time
Salary:	Up to £75,000 p.a.
Location:	Beechmeadow Farm Elmcote Lane, Gloucestershire GL2 7AS
Other:	Applicants must hold the necessary rights/visa to work in the UK. CDCH is not able to assist with applications for work permits. CDCH is owned and run by the RSPCA Cotswolds, Gloucester & District branch an independent charity affiliated to the National RSPCA.



How to apply

If you would like to apply, please send the following:

- An up-to-date CV
- A completed data capture form (which Harris Hill can share with you)
- A supporting statement (no more than 2 x A4 pages) outlining why you are interested in becoming Chief Operating Officer of CDCH demonstrating relevant experience for the role.

Please submit your completed application to: nick.shanks@harrishill.co.uk by **9am, Monday 5th January 2026**.

Dates for your diary:

Closing date for applications:	9am, Monday 5 th January 2026
First interviews (virtual):	Monday 19 th January 2026
Second interviews (in person at Beechmeadow Farm):	Monday 26 th January 2026

Please could you also let us know if you will require any special provision if you are invited interview.

Please state in your application if you have any commitments during the interview period that may coincide with these dates.



Advertisement

Harris Hill is delighted to be working with the Cotswolds Dogs and Cats Home (CDCH) to recruit its new Chief Operating Officer (COO).

The CDCH has been providing care and support to vulnerable animals in our community for over 80 years. We work across Gloucestershire and support over 1,000 animals each year living in our community. We find wonderful families for pets who need a new home and provide access to veterinary treatment for pets living with financially vulnerable families through our subsidised veterinary clinics, ensuring no animal suffers because of cost.

As COO, you will:

- Oversee operations, including the CDCH centre, retail and fundraising as well as project delivery, finance, human resources, IT, customer service, and facilities.
- Translate the Board's strategic vision into actionable plans and upgrade daily procedures.
- Lead a high-performing team.

If you are inspired and excited by what CDCH does, we'd love to hear from you.

Job title: Chief Operating Officer

Salary: Up to £75,000 p.a.

Location: Gloucestershire

Employment term: Permanent / Full Time

Please review the Recruitment Pack for further information about CDCH, the COO position and for details on how to apply.

Closing date for applications: 9am, Monday 5th January 2026

Both CDCH and Harris Hill operate an equal opportunity policy and commit to treating all of our candidates and jobseekers fairly. We welcome and encourage applications from everyone regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnership.