

Volunteer Role Profile



Volunteer Role

Regional Horse Welfare Volunteer

Volunteer Manager

Volunteer Coordinator

Where you will be based

Community

Why we want you

At Blue Cross, the welfare of companion animals, including horses and ponies, is at the heart of everything we do.

As a Regional Horse Welfare Volunteer, you'll play a key role in ensuring that the horses in our loan schemes receive the care they need. You will conduct welfare visits, provide advice to borrowers, and collaborate with the team to maintain Blue Cross's high welfare standards, ensuring that the horses remain safe, healthy, and happy in their new homes.

You'll also assist in keeping insurance documentation up to date for both the horses and borrowers, directly contributing to the success of our loan schemes and the long-term welfare of the horses.

Your support will make a lasting impact on the lives of horses in need, as you become part of a dedicated, passionate team committed to ensuring their well-being.

What you will be doing

- Carrying out home visits or virtual visits to ensure horses are being cared for in line with Blue Cross standards
- Providing guidance to borrowers on horse care and welfare issues, ensuring they have all the support they need
- Monitoring and ensuring borrowers have up to date insurance certificates for their loan horses
- Completing relevant visit forms and update horse records on our internal systems
- Reporting visit outcomes and any insurance issues back to the Horse Welfare Coordinator
- If interested, helping to oversee and support other volunteers who conduct visits, ensuring visits are carried out on time and documented

The skills you need

- Equine experience (essential) with a solid understanding of horse welfare and care
- Strong communication skills to interact with borrowers, volunteers, and the welfare team



- Organisational abilities to manage visit schedules, update records, and maintain accurate documentation
- Confidence and professionalism in dealing with borrowers and addressing welfare issues
- Full current driving licence and access to a vehicle for home visits
- Access to a phone, computer, printer, and scanner for communication and record-keeping
- Familiarity with Word, Excel, Outlook, and databases
- Willingness to follow Blue Cross policies and welfare procedures
- Personable and friendly approach to engaging with borrowers and other volunteers

What's in it for you

- You'll be making a direct impact on the welfare of horses and ponies, ensuring they are well cared for and protected in their new homes
- Developing your skills in horse welfare, communication, and administrative tasks - boost your CV with valuable experience
- Volunteer from home, with the ability to schedule visits that suit you
- Joining a passionate team of like-minded individuals who share your commitment to improving the lives of horses and ponies
- Travel expenses covered, including any visits to loan homes
- Laptop provided to support administrative duties (for home-based tasks)
- Training and support to ensure you feel confident in your role and responsibilities

Disclaimer

Online training will be required before you can begin the role.

Due to the nature of this role hours will vary depending on the tasks being completed.

We believe that every pet should enjoy a healthy life in a happy home, and we always seek to involve the best people who share our values and commitment so we can continue to help and support pet owners across the UK to achieve this. At Blue Cross, we want you to feel that you belong, without the need to hide any part of who you are. Diversity and inclusion at Blue Cross means creating an organisation where all people, regardless of gender, race, sexual orientation, religion, nation or country of origin, disability, age, and socioeconomic backgrounds are welcomed, respected, supported, and have access to equal opportunities. We are working hard to reflect the world we live in and the communities we serve at every level of our organisation. As much as we have made positive advances, we consider diversity and inclusion to be a work in progress – a continual commitment that remains a priority for all of us.



If you would like to talk to us about any accessibility needs that we can support with in terms of our volunteer recruitment processes, then please do get in touch. You can email volunteering@bluecross.org.uk and we can organise for the right team member to get in touch with you for a discussion.