



Pet Carers Job Information

We expect all our pet carers to have a love of all animals and we pride ourselves on caring for others' pets as we would our own. We provide a high quality of pet care throughout South London and expect our pet carers to enforce that with every job they undertake.

Personal Specification

- Animal lover and have experience of caring for your own or others' pets
- Reliable, honest and trustworthy
- In good health and a reasonable level of fitness
- Good written and spoken English
- High level of customer care
- Technology literate
- Criminal record checked
- Non-smoker when taking animals into your home or car
- Clean driving license and access to a car for the safe transport of pets is desired
- Own a smartphone with camera, modern apps such as WhatsApp and email for communication
- Able to promote the business and seek new clients

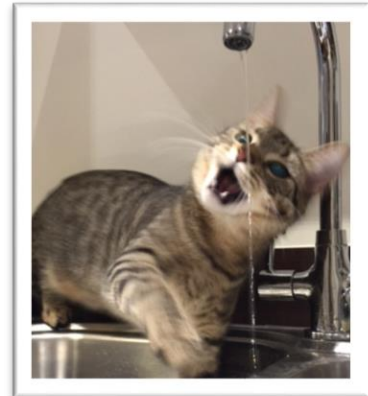
Type of Work Available

Work is flexible and can be managed around your other full-time or part-time work if you have any. We simply need to know your availability and the type of work you are willing/able to undertake.

Pop-In Service

We offer a pop-in service for people who leave their pets at home. This is predominantly for when clients are on holiday or away for home. Typically, this is for cats and other small animals including rabbits, guinea pigs, snakes, chinchillas, fish, hamsters, hedgehogs etc.

This service requires us to feed, clean, pet, play and care for each animal based on the instructions from the owners. If there are any issues with any pet, we also have permission from owners to take animals to the vets on their behalf.



Sitting Service

The sitting service is for those animals that require company and interaction at their own home. These can be dogs that suffer from severe separation anxiety, newly homed puppies and kittens etc. Based on instructions from the owners we stay at the property and care for them for an extended period of time.



Live-in Service

Some owners prefer to use a live-in overnight sitting service rather than placing their pets in kennels or catteries when they go away. You will reside at the owners' home and stick to the routine the pets are used to. This includes, feeding, playing and walking etc. We ALWAYS take exceptional care of the property, as well as the animals, and leave the house in the condition we found it on arrival, which will include some cleaning.

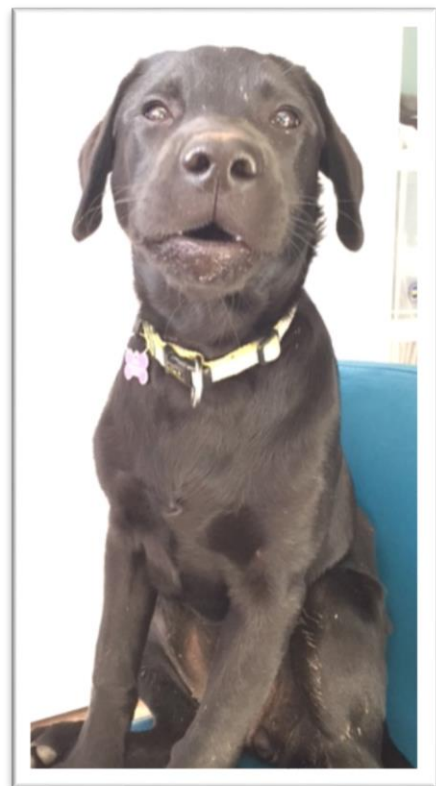
Dog Walking

There are solo and group walks for dogs. The maximum allowed for group walks is 4 but we prefer to limit this to 3 or less when we can to ensure that each dog gets personal treatment, care and exercise. Each dog will differ on how they are treated on walks but we always collect and deliver the dogs to and from home (this is where a car able to transport dogs safely is required).

We always ensure that dogs that are placed together on walks are compatible and get along. Only if an owner has signed an 'Off Lead Permission' form then they are allowed to run off the lead. This being said, our carers have to use their judgement as to whether the bond between them and the dog is sufficient to guarantee the dog will return on the recall command. Regardless of permission, if in doubt, we do not let dogs off the lead. Dogs are only let off the lead in a safe environment such as a common, park, or designated dog play area.

Boarding Service

Some owners prefer their pets to be boarded in our homes rather than a pop-in or live-in service. If boarding, then your home will need to be inspected by the Managers for suitability. Carers can board any type of animal and must follow the owners' instructions. Cats must NOT be let out of the carers house and dogs CANNOT be left for more than 3 hours alone. Other small animals must be kept safe and warm at all times. Dependant on the owners' requirements pets are either delivered to your home or you may need to collect then deliver them back to the owners' property yourself.



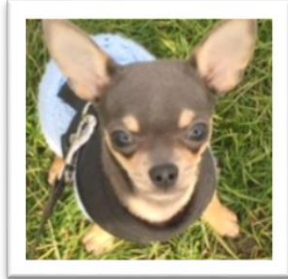
Before and After Each Service

During initial consultations with owners we offer to update them daily on the welfare of their pets. It is their decision on how they wish to be updated. This can be by text, WhatsApp or email etc. We also take pictures or videos when with each pet and forward these to the owners as well. This is a crucial part of the business that shows we care and that their pets are content and well looked after.



We also have Facebook, Twitter and Instagram accounts and pictures and videos should be forwarded to the office to enable us to update the social media streams with new, exciting and fun images for all our clients to enjoy.

How do we work and assign jobs to each pet carer?



Once we know the type of work carers are able to undertake we assign jobs to those that are closest to the clients where possible. This cuts down on your travel time. Some clients have standard week to week bookings and others can call on the day requiring last minute care. It is essential that the office is aware of pet carers availability to enable us to assign jobs. It is the responsibility of the pet carer to inform the office of any changes in their availability as soon as possible.

What are the rates of pay?

Each job is calculated for clients based on requirements and the pet carer receives 70% of the fee.

Example cost to clients based on 1 pet;

- Pop-In Service £10-£15
- Sitting Service £12-£20 per hour
- Live-In Service £30-£50 per overnight
- Dog Walking £10-£20 per hour (for each dog – maximum of 3 or 4 per walk)
- Boarding Service £15-£40 per overnight

What support is there for pet carers?

We are a member of NARPS (National Association of Register Pet Sitters) which gives us access to a 24/7 Vet phone number. Carers can also call Ricky Dyer or Sandy Lloyd (Managers) for advice when on any job.

What information do you receive about each pet?

We take all relevant information from the owners about pets' behaviour and requirements. This includes;



- Feeding
- Treats
- House Information
- Dog Commands and Compatibility
- Pet Behaviours
- Vet Information
- Location of Pet Supplies within each household

This information passed to all the carers ahead of each job.



What do you need to have to be pet sitter?

- House & Garden (desirable). If boarding, your home will be inspected by Managers for suitability.
- Car (desirable). The car will be inspected by the Managers for suitability
- Spare dog leads
- Treats
- Poop Bags
- Carry Cages
- Smart-phone with camera and email

If you have any further questions, please do not hesitate to get in touch with us on 07808 167620 or at info@thepetmanny.co.uk. You will find an application form at www.thepetmanny.co.uk/jobs.



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