

## POSITION DESCRIPTION



**POSITION TITLE:** Centre Manager

**LOCATION:** As per Agreement

**REPORTS TO:** Area Manager

**DIRECT REPORTS:** As per Centre Requirements

### PURPOSE:

- Accountable for managing all aspects of the day-to-day operations of the centre including timely, legal and transparent management of staff
- Ensures a safe and supportive working environment where staff and volunteers are led to carry out their duties efficiently and effectively
- Promotes unity by developing and maintaining strong relationships with other SPCA Centres.
- Develop and maintain community relationships and the local reputation of the SPCA brand.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Ensure all animals under the responsibility of the centre are cared for appropriately	<ul style="list-style-type: none"><li>• Ensure all animals are cared for appropriately in line with an individual welfare plan, meeting and where possible, exceeding, legal minimum standards</li><li>• Handle all animals following current national protocols</li><li>• Implement and audit the Animal Welfare Operating Standards (AWOS)</li><li>• Ensure all animal units are maintained following established protocols and procedures</li><li>• Ensure all incoming animals are processed following established protocols and procedures</li><li>• Ensure that records are maintained in ShelterBuddy in a timely fashion, in compliance with data standards and SPCA policies, and to meet organisation needs and legal requirements</li><li>• Monitor flow of animals through the centres to ensure all legal requirements are being met</li></ul>

2. Ensure the effective management and financial sustainability of the centre	<ul style="list-style-type: none"> <li>• Manage Centre finances following the approved budget</li> <li>• Ensure that financial guidelines, systems, policies and procedures are followed</li> <li>• Monitor income and expenses and determine the cause of significant variances and implement remedial strategies ensuring compliance with the Centre budgets</li> <li>• Ensures all actions and expenditure is in line with SPCA policies and procedures and resources are used efficiently, and finances are spent prudently</li> <li>• Produce monthly and annual reports for the Area Manager on time</li> </ul>
3. Adhere to all aspects of the Area and Centre operational plan	<ul style="list-style-type: none"> <li>• Assume responsibility for all operational aspects of the centres, including capacity management.</li> <li>• Ensure centre is maintained in a tidy, welcoming and safe state and that any issues are addressed promptly</li> <li>• Ensure that minimum (and where possible, best practice) standards of animal care are deployed throughout the centres and ensure the centre meets SPCA's 'Minimum Centre Standards'</li> </ul>
4. Manage effective relationships with Inspectorate	<ul style="list-style-type: none"> <li>• Work collaboratively with the Inspectorate team and manage Centre capacity to ensure seamless inflow and outflow of Inspectorate animals through the centres following established protocols and legal framework</li> <li>• Manage animals in line with instructions from the Inspectorate to support prosecutions and investigations</li> </ul>
5. Promote local fundraising initiatives and build/maintain strong relationships with key stakeholders in the local community	<ul style="list-style-type: none"> <li>• Work with the Area Manager and Marketing and Fundraising team in developing and delivering local fundraising initiatives where resources allow</li> <li>• Work with local fundraising volunteers to implement national fundraising at a local level</li> <li>• Build strong and effective relationships with local supporters to</li> </ul>

	<p>enable effective local fundraising, and that SPCA brand and purpose remains “top of mind” in the community</p> <ul style="list-style-type: none"> <li>• Ensure that education, advice and literature is offered to owners/carers of animals to improve or maintain the welfare of animals</li> <li>• Promote positive collaborative working approach with Animal Welfare Agencies to improve animal welfare in the community</li> <li>• Ensure all activities and agreements are in line with SPCA mission</li> <li>• Present and promote the work of SPCA positively in all interactions with members of the public to build and maintain a favourable Centre profile and reputation</li> <li>• Provide a point of contact for Local Fundraisers</li> <li>• Ensure customer service standards are at a high level and result in positive customer experiences</li> </ul>
6. Proactively manages Centre volunteer and foster networks	<ul style="list-style-type: none"> <li>• Ensure appropriate recruitment, induction, training and mentoring, as well as retention, of local volunteers and fosterers</li> <li>• Ensures safety, support and wellbeing of volunteers working in the centre.</li> <li>• Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner.</li> <li>• Professional in all interactions with SPCA volunteers.</li> </ul>
7. Manage the Centre team (staff and volunteers). Support and promote a collaborative culture	<ul style="list-style-type: none"> <li>• Manage and develop the Centre team ensuring harmonious relationships between local staff, other Centres and between Areas</li> <li>• Ensure critical people practices (e.g. recruitment, performance management, training and development, recognition, etc.) are effectively applied and reflect acceptable employment practices.</li> <li>• Ensure any significant people concerns are escalated to the Area Manager and Regional HR Advisor before any formal action being taken</li> <li>• Ensure optimum employee and volunteer engagement, training and</li> </ul>

	<p>retention</p> <ul style="list-style-type: none"> <li>• Apply SPCA's policies and procedures to support a high performing workforce, including a culture of health, safety and wellbeing</li> <li>• Maintain consistent standards, processes and systems in the centre following national objectives</li> <li>• Provide clear and positive leadership to the Centre Team to promote a culture of collaboration and teamwork ensuring information and resources are effectively shared across the Area</li> </ul>
8. Supports process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> <li>• Actively participates in these groups and works collaboratively with all members of staff to achieve goals.</li> <li>• Carries out project work as requested.</li> </ul>
9. Actively contributes to Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance with the <u>Health and Safety Act 2015</u> by: <ul style="list-style-type: none"> <li>▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>▪ complying with all health and safety instructions, policies or procedures</li> <li>▪ ensuring health and safety compliance; including but not limited to; <ul style="list-style-type: none"> <li>○ prompt investigation of reported, incidents, risks and unsafe practices (commence within 12 hours)</li> <li>○ training is completed within the mandatory timeframes</li> <li>○ safety checklists are completed as required within the mandatory time frames</li> </ul> </li> </ul> </li> </ul>
10. Participates as a professional and constructive member of both the Centre and Area Team	<ul style="list-style-type: none"> <li>• Attends team meetings as required.</li> <li>• Contributes towards the achievement of strategic and operational goals of the SPCA</li> <li>• Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
11. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>• Provides support and assistance to SPCA events and campaigns as requested.</li> <li>• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>

#### INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

## **EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Council and Animal Control
- Members of the Public

## **PERSON SPECIFICATION:**

### ***Qualifications and Experience***

- Good all-round management experience and capability
- A tertiary qualification in a relevant discipline is desirable
- Experience in and an understanding of animal welfare, shelter management, and disease control is desirable

### ***Skills and Knowledge***

- Demonstrable skills in management, building rapport with staff, volunteers, stakeholders and suppliers
- Effective oral and written communication skills
- Strong organisational and planning abilities
- Proven ability in managing and developing a Health & Safety culture
- Proven ability to inspire, motivate and encourage team development
- Ability to develop others through mentoring and on the job coaching

### ***Personal Attributes***

- A commitment to high quality work and professionalism.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Excellent written and oral communication skills.

