

POSITION DESCRIPTION



POSITION TITLE: Inspectorate Support Officer

LOCATION: XXXX

REPORTS TO: Inspectorate Team Leader

DIRECT REPORTS: None

PURPOSE:

To act as a key member of the Inspectorate team providing support to the Animal Welfare Inspectors and to the greater team to ensure effective inspectorate service within the community.

Key Accountabilities	Key Responsibilities
Operational Duties	• Attend cruelty complaints alongside Animal Welfare Inspectors to provide safety and animal handling support. • Respond to inspectorate-related enquiries from members of the public, stakeholders, complainants and persons in charge of animals. • Assist with achieving voluntary and assisted compliance at animal welfare complaints where an Animal Welfare Inspector is not required. Examples include food and other deliveries such as kennels, collection/transfer of animals for surrender, de-sexing, Inspector assigned trapping of animals, or admittance under section 141 of the Animal Welfare Act. • Assist with administration including but not limited to ShelterBuddy updates, processing of animals, data entry, transcribing, letter writing and animal handling. • Communicate safely, clearly and effectively in demanding situations and with a diverse range of people when visiting properties. • Assist in pool vehicle upkeep, maintenance and stock/equipment monitoring. • Work rostered weekends and overtime as required.
Education and Promotion of SPCA brand	• Drive education and awareness of responsible pet ownership and animal welfare. • Members of the public / animal owners & carers are consistently given good advice and appropriate information which seeks to improve or maintain welfare of animal(s), whilst maintaining the image of the Society as a caring organisation. • Provide support and assistance to SPCA drop ins, events and campaigns. • SPCA 'Brand' is protected and always promoted.

Personal and Professional Development	• Education opportunities are sought proactively for self. Development requirements are signalled in advance to the manager. • Competence and skill level is maintained to perform role(s) to highest ability. • Meets objectives set at annual performance review. • Required training completed in a timely manner to a high standard.
Volunteer Support and Supervision	• Ensures safety, support and wellbeing of Volunteers working in your team. • Ensures Volunteers' duties and tasks are carried out in a safe and appropriate manner. • Ensures professionalism and respect in all interactions with SPCA Volunteers.
Stakeholder Management	• Proactively manage relationships with internal and external partners, ensuring positive collaboration and outcomes.
Participates as a professional and constructive member of the Inspectorate Team	• Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA. • Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.
Actively contributes to Health and Safety	• Ensures compliance with the Health and Safety Act 2015 by: • taking reasonable care of your own health and safety and ensure that you don't cause harm to others. • complying with all health and safety instructions, policies or procedures, including but not limited to; – reporting incidents and unsafe practices as soon as they occur, – identifying risks, reporting them and taking appropriate action to mitigate them, – knowledge, and compliance of, emergency procedures, – completing mandatory training within the required timeframes.
Other Duties	• Provide support to Centre teams as directed by your manager. • The 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.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- Members of the Public

- External Veterinary clinics
- Territorial Authority Animal Control Units
- New Zealand Police

PERSON SPECIFICATION:

Qualifications and Experience

- The minimum qualification for this position is to be the holder of a current Instrument of Appointment as an Auxiliary Officer pursuant to Section 125 of the Animal Welfare Act 1999, or a willingness to work towards this (essential).
- Experience within the animal welfare sector (essential)
- Full, clean driver's licence with ability to drive manual vehicle (essential)
- Experience driving larger vehicles such as vans and Utes, and confidence towing/reversing a trailer (desirable).
- Experience with equines and livestock (desirable).

Skills and Personal Attributes

- Computer and technical skills and the ability to learn new programmes and applications.
- Ability to work in the field which requires a degree of physical fitness.
- High personal standards and process drive.

Competencies

- Detail oriented.
- Honesty, integrity and professionalism.
- Resilience while retaining empathy.
- Communication and conflict resolution.
- Organisation and prioritisation.
- Initiative and problem solving.

