

POSITION DESCRIPTION



POSITION TITLE:	Inspectorate Administrative Support (Fixed Term, Part-Time)
LOCATION:	Remote Inspectorate Hub or Office/Centre where based
REPORTS TO:	Inspectorate Regional Manager
DIRECT REPORTS:	NA

PURPOSE: The SPCA has a proud legacy of over 150 years advocating for the welfare of animals across Aotearoa New Zealand.

The Inspectorate Administrative Support role provides essential administrative and coordination support to Inspectorate teams during periods of increased workload and staffing pressures. This includes actively supporting the reduction of complaints backlogs, improving file quality through audit activities, and undertaking data clean-up to ensure accurate and reliable records.

This role contributes to the effective and efficient delivery of animal welfare services by supporting documentation, case management, communication, and coordination activities. While it does not exercise enforcement powers under the Animal Welfare Act 1999, it plays a critical role in enabling Inspectors and teams to carry out their statutory functions. A current inspector or previous Inspector experience is required.

This role embodies SPCA's core values in every aspect of its work. You are part of a unified team (We are One), working collaboratively to support animal welfare outcomes. You serve with compassion and integrity (We Serve), ensuring accurate, timely, and professional administrative support. You demonstrate adaptability and resilience (We are Brave) in a busy and evolving environment. You thrive in a dynamic setting (We Thrive), maintaining high standards and supporting operational efficiency. Above all, you act with empathy and respect (We are Kind), fostering positive relationships with colleagues, stakeholders, and the public.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Administrative Support to inspectorate	<ul style="list-style-type: none">• Provide day-to-day administrative support to Inspectors and Inspectorate leadership.• Assist with the preparation, formatting, and management of case files, reports, and documentation.• Maintain accurate and up-to-date records in SPCA systems in line with organisational standards.• Support inbox and workflow management, including triaging and allocating administrative tasks.

	<ul style="list-style-type: none"> • Assist with prioritising and progressing aged or backlog administrative tasks.
2. Case Coordination and Documentation	<ul style="list-style-type: none"> • Assist in compiling and organising documentation relating to animal welfare complaints and investigations. • Support efforts to reduce the complaints backlog by progressing administrative components of open and aged cases. • Ensure all records are complete, accurate, and stored in accordance with organisational policies and legal requirements. • Support Inspectors by preparing documentation templates, correspondence, and case summaries. • Monitor and track administrative components of cases to ensure timeliness, with particular focus on overdue or at-risk files.
3. Communication and Customer Support	<ul style="list-style-type: none"> • Act as a point of contact for internal and external enquiries, responding or redirecting as appropriate. • Provide professional and empathetic communication when engaging with members of the public. • Assist with drafting correspondence to animal owners and stakeholders under the direction of Inspectors. • Support consistent messaging aligned with SPCA standards and values.
4. Collaboration and Team Support	<ul style="list-style-type: none"> • Work closely with Inspectors, Animal Centres, and other SPCA teams to support coordination of activities. • Assist with scheduling, logistics, and coordination of team activities and meetings. • Provide administrative support for events, campaigns, or engagement activities as required. • Build positive working relationships across teams to support operational effectiveness.
5. Professional Standards and Conduct	<ul style="list-style-type: none"> • Maintain confidentiality and integrity in handling sensitive information. • Ensure all work is completed to a high standard of accuracy and professionalism. • Operate within delegated authority and follow organisational processes and procedures. • Demonstrate reliability, accountability, and a proactive approach to supporting the team.
6. Process Improvement, File Audit, and Data Quality	<ul style="list-style-type: none"> • Undertake file audits to ensure case documentation meets organisational and legal standards.

	<ul style="list-style-type: none"> • Identify gaps, inconsistencies, or incomplete records and work with Inspectors to resolve these. • Support data clean-up activities across Inspectorate systems to improve accuracy, consistency, and reporting reliability. • Assist with identifying administrative efficiencies and improvements in case management processes. • Contribute to initiatives aimed at reducing backlog volumes and improving workflow visibility. • Assist with project work as requested, including reporting, tracking, and data management.
7. Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Comply with all organisational health and safety policies and procedures. • Take reasonable care for personal health and safety and that of others. • Report hazards, risks, and incidents promptly. • Participate in required health and safety training.
8. Team Contribution	<ul style="list-style-type: none"> • Participate as a constructive and professional member of the team. • Attend team meetings as required and contribute positively to team objectives. • Support a collaborative, respectful, and values-driven team culture. • Contribute to achieving SPCA's strategic and operational goals.
9. Other Duties	<ul style="list-style-type: none"> • Carry out other administrative and support duties as required. • Duties and responsibilities may be adjusted to meet changing organisational needs.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and management
- Inspectorate teams
- Animal Centre teams
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Members of the public
- External stakeholders (as directed)
- Partner organisations and service providers

PERSON SPECIFICATIONS:

- **Administrative Skills** – Strong organisational and administrative capability with attention to detail.
- **Communication** – Clear and professional written and verbal communication skills.
- **Time Management** – Ability to manage multiple tasks and meet deadlines in a high-volume environment.
- **Adaptability** – Comfortable working in a fast-paced and changing environment.
- **Confidentiality & Integrity** – Handles sensitive information appropriately.
- **Collaboration** – Builds effective working relationships with colleagues and stakeholders.
- **Cultural Competence** – Respectful engagement with diverse communities, including awareness of Te Tiriti o Waitangi principles.
- **Systems & Technology** – Competent in Microsoft Office and case management systems (or ability to learn quickly).
- **Values Alignment** – Demonstrates SPCA values in all interactions.

QUALIFICATIONS & EXPERIENCE:

- Qualified and warranted as an Inspector or previous experience as a warranted Inspector
- Full, current, clean New Zealand driver's licence
- A qualification or experience in the standards of welfare, management and care of animals
- Previous experience in an administrative or coordination role (preferred).
- Experience working in a busy, customer-focused environment.
- Familiarity with database or case management systems (desirable).
- Experience supporting backlog reduction, data quality, or file auditing (desirable).
- An interest in animal welfare (desirable).

SUCCESS IN THE ROLE LOOKS LIKE:

- Complaints backlog is actively reduced, with administrative components of cases progressed efficiently and consistently.
- Case files are accurate, complete, and aligned with organisational and legal standards.
- File audit activities improve data quality, consistency, and compliance across Inspectorate systems.
- Data clean-up tasks are completed, enhancing reliability of reporting and case tracking.
- Inspectors are effectively supported, enabling increased focus on frontline and enforcement duties.
- Administrative workflows are more efficient, with improved visibility of case status and priorities.
- Internal and external communications are handled professionally and empathetically.
- A positive and collaborative team environment is maintained during a period of high demand.

