

POSITION DESCRIPTION



POSITION TITLE: SPCA Certified Operations Lead

LOCATION: National Office (Remote)

REPORTS TO: SPCA Certified National Manager

DIRECT REPORTS: Nil

PURPOSE:

- To improve the welfare of farmed and companion animals through encouraging industry & business participation in the SPCA Certified programme and increasing the numbers of animals under the programme.
- To be the first point of contact for set allocation of SPCA Certified members and prospective members and ensure the programme continues to meet its objectives.
- To be the first point of contact for auditors, ensuring up-to-date audit schedules, compliance tracking and support audit programme improvements.
- To establish, build and maintain strong, collaborative relationships within the agricultural and companion animal sector in promoting SPCA Certified ensuring the programme continues to meet objectives.
- To develop, coordinate and maintain sustainable SPCA Certified processes ensuring effective, efficient, and consistent running of the programme.
- To support the work of the SPCA Animal Welfare Science and Education Department in providing high quality, science-based operational support to the Certification function to advance animal welfare consistent with the vision, values and aspirations of SPCA.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Maintain collaborative relationships with key stakeholders to promote animal welfare outcomes through the use of animal welfare certification.	<ul style="list-style-type: none">• Uses effective communication & relationship management strategies to strengthen existing partnerships.• Communicates effectively with external key stakeholders & all levels of SPCA staff playing a key role in animal welfare initiatives.• Identifies & acts appropriately & in a timely manner, when issues relating to SPCA Certified members or partners are encountered, escalating concerns when necessary.• Engage regularly with members, partners, industry groups, auditors and other NGO's to share updates, gather insights and strengthen relationships.• Encourages ongoing industry & business participation in SPCA Certified to increase numbers of animals cared for under the programme.
2. Is the main day-to-day liaison for members and prospective members	<ul style="list-style-type: none">• Uses effective communication & relationship management strategies to develop new partnerships.

<p>and ensures the programme meets its objectives.</p>	<ul style="list-style-type: none"> • Where required, conduct assessments on farm & for companion animal businesses for onboarding purposes. • Provide timely, accurate information about programme standards, processes, and animal welfare expectations to support stakeholder understanding.
<p>3. Work collaboratively with auditors & the audit programme manager to ensure consistent, credible and effective delivery of the programme standards.</p>	<ul style="list-style-type: none"> • Reviews audit reports & summaries & provides clear feedback where issues are sighted. • Supports auditors to ensure they have up-to-date guidance, resources & training specific to SPCA Certified standards (on-line & on-farm). • Contribute to the development & continuous improvement of auditing processes, tools & documentation. • Escalates ongoing non-conformances or animal welfare concerns identified during audits. • Where necessary, liaises with members regarding non-compliance.
<p>4. Provide administrative functions to support SPCA Certified.</p>	<ul style="list-style-type: none"> • Ensures effective & efficient record keeping & improvements under the programme. • Works with the internal Communications team to raise SPCA Certified profile. • Manages phone & email enquiries efficiently. • Maintains & develops processes and efficient organisation to support effective programme delivery. • Completes all administrative, data entry, customer relationship management & meeting minutes in an accurate and timely manner. • Works collaboratively with the SPCA Certified team to support achievement of negotiated team & individual KPI's.
<p>5. Design and implement innovative promotion and engagement initiatives for SPCA Certified.</p>	<ul style="list-style-type: none"> • Maintains a broad view of what is happening in animal welfare certification locally, regionally, nationally and internationally. • Assists in raising the profile of SPCA Certified. • Identifies opportunities for programme growth & engagement within the agricultural supply chain & companion animal sector. • Identifies opportunities to raise the profile of the programme externally.
<p>6. Supports process improvement groups and projects across the organisation to improve organisational performance.</p>	<ul style="list-style-type: none"> • Actively participates in these groups and works collaboratively with all members of staff to achieve goals. • Carries out project work as requested.

<p>7. Actively contributes to Health and Safety.</p>	<ul style="list-style-type: none"> • Ensures compliance with the Health and Safety Act 2015 by: <ul style="list-style-type: none"> ○ 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; <ul style="list-style-type: none"> ▪ reporting incidents & unsafe practices as soon as they occur ▪ identifying risks, reporting them & taking appropriate action to mitigate them ▪ knowledge, & compliance of, emergency procedures ▪ completing mandatory training within the required timeframes
<p>8. Participates as a professional and constructive member of SPCA's Science, Education and Certified team.</p>	<ul style="list-style-type: none"> • Contributes towards the achievement of strategic & operational goals of the SPCA. • Acts professionally & non-judgmentally. • Embodies the SPCA values & strives to achieve the SPCA Mission. • Works collaboratively with the Certified team to support achievement of negotiated team & individual KPI's. • Attend team meetings as required.
<p>9. Continuous development</p>	<ul style="list-style-type: none"> • Maintains and expands expertise across multiple areas of animal welfare science & auditing knowledge, ensuring SPCA advice remains authoritative. • Identifies emerging issues, innovations, and opportunities that could support growth of SPCA Certified. • Provides guidance to other staff to foster a culture of continuous learning and excellence.
<p>10. Carries out other duties as required from time to time.</p>	<ul style="list-style-type: none"> • Provides support & assistance to SPCA events & campaigns as requested. • Duties & 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 & responsibilities can be amended from time to time by the Employer to meet any changing condition.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- Chief Scientific Officer (CO)
- SPCA Certified National Manager
- SPCA Certified Team
- Science and Advocacy and Education Teams

- Engagement/Communications Team
- SPCA Senior Leadership Team
- Volunteers
- All SPCA staff and management
- Volunteers

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- SPCA Certified partners and members
- Prospective members of SPCA Certified
- Industry groups and businesses
- Food retail businesses
- Non-Governmental Organisations (NGO's)
- Other relevant bodies / organisations
- Members of the public and SPCA supporters

PERSON SPECIFICATION:

Qualifications and Experience

- Proven track record in humane farming certification programmes
- Understanding and/or proven track record of auditing processes and procedures.
- Strong understanding of the New Zealand agricultural sector, including production systems, supply chains and food retail/hospitality sector.
- Experience in programme delivery, operations and compliance within agricultural, food production or certification sectors.
- Relevant qualification in animal welfare and/or agriculture.
- Project management and stakeholder engagement training - desirable.

Skills and Knowledge

- Knowledge of animal welfare standards and assurance programmes.
- Broad knowledge of animal welfare issues.
- Strong organisational and planning skills.
- Professional relationship management including ability to handle difficult situations.
- Excellent written, presentation and communication skills, including comfort in presenting to groups.
- Ability to build and maintain senior-level relationships with key stakeholders.
- IT proficiency in use of Microsoft suite of software products.
- Ability to prioritise own workload and to manage own time efficiently.
- Able to work with interruptions and willingness to adapt to changing priorities.
- Ability to work independently, and as part of a team and with professionals from other organisations.
- Confident communication skills with the ability to build relationships and liaise with a range of different stakeholders

Personal Attributes

- A proven interest in animal welfare and commitment to the mission of the SPCA.
- Highly organised and motivated individual requiring minimal supervision.
- Strongly self-motivated with the ability to drive work forward independently, including when working in isolation or remotely.
- Ability to manage confidential information with responsibility and integrity.
- Initiative and flexibility, includes occasional travel or work outside normal hours.
- Excellent attention to detail.

