

Reports to	Commercial Development Manager	Direct Reports	Employees & Volunteers
Business Unit	Commercial Operations		

<b>Role Purpose</b>
<p>The Manager is responsible for efficient and effective coordination, management and supervision of the day to day operations and employees and volunteers; ensuring zero harm safety, sanitation and upkeep of the facility. This position will provide exceptional leadership to enhance the provision of high quality animal welfare care and services and promoting best animal welfare practices in the community.</p>
<b>Key Responsibilities</b>
<p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Lead and positively role model the RSPCA SA's zero harm safety culture in the workplace; foster the development of attitudes and beliefs of employees that support safe behaviour. Provide WHS advice, coaching and practical support to employees to ensure compliance with WHS Management System. Implement and monitor workplace health and safety and injury management policies, procedures and programs to achieve and maintain health and safety standards and meet legislative requirements.</li> <li>• Build an effective team by leading and managing direct reports (and volunteers); identify clear work functions, assign tasks and monitor performance against business objectives and ensure a high level of professional service is provided.</li> <li>• Support the development and engagement of staff; facilitate performance appraisal discussions, develop and review individual development plans for the attainment of agreed goals and to assist with personal/professional development. Coach and mentor staff as appropriate to improve performance.</li> <li>• Contribute to the reputation and continuous improvement of RSPCA SA by identifying opportunities; provide recommendations for improving efficiency and effectiveness, or income generation.</li> <li>• Develop, implement and review business plans which incorporate goals and objectives that work towards the strategic direction and priorities of the Society.</li> <li>• Support the Commercial Development Manager to prepare budgets, projection figures, program estimates, payroll information and undertake re-forecasts. Continuously monitor revenue and expenditures; modify allocation of resources to ensure targets are achieved.</li> <li>• Collaborate with the Finance Team to ensure compliance of monthly, quarterly and yearly financial reconciliation.</li> <li>• Assist with formulating, reviewing and implementing policies, procedures and processes. Train and monitor staff (and volunteers) to ensure compliance. Model Leadership behaviour that supports compliance.</li> <li>• Produce high quality and accurate written documents, operational statistics, reports, etc. within specified timeframes.</li> <li>• Undertake additional duties to meet operational requirements as requested by the Commercial Development Manager. This may include undertaking a specific task/project, coverage for other roles, and working outside the regular rostered hours.</li> <li>• Be the first point of contact for direct report queries and issues; escalate complex matters or unresolved issues to the Commercial Development Manager.</li> <li>• Investigate and resolves work problems/issues, or assists employees to resolve work problems/issues, as they arise through counselling, coaching and mentoring.</li> <li>• Identify and manage risks to ensure compliance with statutory obligations and industry standards.</li> <li>• Manage complaints relating to the shelter; complaints are managed immediately and dealt with in a respectful and courteous manner.</li> <li>• Manage the payroll process; data is reviewed, authorised and uploaded within the required timeframe.</li> <li>• Maintain accurate animal records; filing systems are maintained accurate and up to date, ensuring protection and security of files and records.</li> <li>• Identify employee and volunteer training requirements to improve capability and performance.</li> </ul>

### Operations

- Oversee incident/injury/hazard reporting; investigate reports, seek to identify the causes and take steps to prevent recurrence, ensure KPIs are met.
- Participate in, and contribute to, the Principle WHS Committee; ensure that 51% of each WHS committee meeting are employee representatives.
- Ensure that all employees and volunteers are provided with appropriate induction, training and resources to perform their duties safely and to the required expectation. Completed employee induction paperwork email to PCS within six weeks of commencement.
- Manage operational rosters, ensuring staffing meets operational requirements, when required.
- Organise, manage and coordinate day to day operations and inventory management to ensure organisational effectiveness and efficiency, and positive animal outcomes are maximised.
- Perform weekly inspections of centre facilities to monitor the maintenance and cleanliness/hygiene of all equipment.
- Manage third party contractors when on site; ensure sign in/out and WHS protocols are adhered to.
- The first point of contact for site security issues, troubleshoot areas of concern the next business day.

### Key Relationships

**Internal** - CEO, Executive Manager - Animal Operations, Executive Managers, shelter staff, volunteer team, volunteers  
**External Contacts** - veterinarians, members of the public, interstate counterparts, local government.

### Key Competencies

**Winning Commitment** - Builds positive and trusting relationships with internal and external stakeholders to meet business objectives. Develops networks that enable business to be delivered in an efficient and effective way. Encourages collaboration and commitment with various stakeholders to deliver the best service or outcome.

**Developing Talent** - Works to improve and reinforce performance of others. Takes responsibility for the performance of direct reports by setting clear goals and expectations, tracking progress against goals, ensuring developmental feedback and addressing performance concerns and issues promptly.

**Resilience** - Continues to perform effectively when faced with time pressures, adversity, disappointment, or opposition. Remains focused, composed, and optimistic in difficult situations and bounces back from failure or disappointment.

**Delivering Results** - Being energetic and tenacious in the achievement of goals. Takes initiatives that often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way that exceeds goals and targets. It includes looking for new challenges and not being satisfied with the status quo, but not making change for change sake.

**Operational Planning** - Determine short term objectives and action steps for achieving them, including efficient use of personnel, equipment, facilities, and other resources in order to accomplish a project or initiatives. Determines how to schedule and coordinate activities among individuals, teams, and work departments.

**Financial Management** - Understands human, financial, and operational resource issues to make decisions aimed at building and planning efficient project workflows, and at improving overall organisational performance. Ability to allocate resources, plan procurement, and oversee budgets and contracts to ensure fiscal stability of the Society.

### Expectations

It is expected that all RSPCA South Australia employees will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.
  - ✓ Compassion - we are empathetic, caring and considerate.
  - ✓ Courage - we are brave and determined to stand by our principles.
  - ✓ Integrity - we are ethical, honest and transparent with ourselves, our supporters and the community.
  - ✓ Leadership - we are the driving force to motivate and inspire positive change in animal welfare.
  - ✓ Achievement - we are focussed on our objectives and continuously strive towards our goals.
  - ✓ Collaboration - we work as a team and foster partnerships to maximise outcomes.
  - ✓ Innovation - we are creative and daring in our thinking - we seek new ideas and new ways.
- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.
- Have a sincere commitment to animal welfare.

Experience & Knowledge

- Relevant qualifications would be an advantage.
- 5 years plus experience within the animal welfare industry, including customer service and animal attending.
- Demonstrated experience with managing people, finances and facilities management.

Requirements

- Additional hours may be required at times to achieve the requirements of the position.
- Intra and interstate travel will be required.
- Current Class C driver's licence.
- Attend some RSPCA events out of hours.