

POSITION DESCRIPTION



POSITION TITLE: Inspectorate Administrator

LOCATION: National

REPORTS TO: National Inspectorate Coordinator

DIRECT REPORTS: Nil

PURPOSE:

- Provides administrative assistance and support to the Inspectorate team.
- Assists the Inspectorate Team Leaders & National Inspectorate Coordinator to maintain vehicles, equipment, assets, rosters, etc. to ensure the team is safe, high performing, effective, responsive, and efficient.
- Provides health and safety monitoring and assistance to inspectorate staff.
- Maintains databases and provides quality assurance reviews of Inspector data entry to ensure information gathered is consistent and of a high standard. Produces statistical reports.
- Prepares and reviews written Inspectorate documents ensuring that they are presented in the established format and in accordance with internal policies and procedures.
- Participates and contributes to inspectorate projects as required.

| KEY ACCOUNTABILITIES: | KEY PERFORMANCE INDICATORS: |
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| <ol style="list-style-type: none">1. Provides administration support to the Inspectorate Team Leaders & National Inspectorate Coordinator and wider Inspectorate team to ensure that all functions are completed professionally, efficiently and are consistent with SPCA policies and procedures. | <ul style="list-style-type: none">• Assists with the production and collating of reports and spreadsheets.• Assists with typing of documents, letters, notices and reports as required.• Monitors inspectors through check-in / check-out system providing assistance where needed.• Assists with filing and archiving.• Completes all administrative, data entry and general clerical duties as required in an accurate and timely manner.• Assists with customer service calls as requested.• Creation of internal Inspectorate/centre jobs.• Supports Inspectorate stock and supply ordering• Orders relevant equipment, uniform, stationary and other assets as required.• Ensures that SPCA inspectorate vehicles are maintained, serviced and lawful at all times.• Supports and carries out tasks as requested by the Team leaders and National Inspectorate Coordinator.• Liaison with external organisations including vet clinics and other animal welfare organisations as required. |

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| 2. Supports the development and implementation of organisational policies, procedures and standards of practice and ensures they are followed by all team members. | <ul style="list-style-type: none"> Assists with the review and development of Inspectorate processes. Manages statistical database resources to enable improved reporting and data analysis. Supports and assists in the implementation of best practice standards for inspectors and field officers. Ensures that Inspectorate documents are presented in the appropriate format and in accordance with internal policies and procedures. |
| 3. Personal and Continuing Education/Training. | <ul style="list-style-type: none"> Keep up to date with changes required for the role. Competence and skill level is maintained to perform role to highest ability. Meets objectives set at annual performance review. Attend training as identified by manager. |
| 4. Supports process improvement groups and projects across the organisation to improve organisational performance. | <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. |
| 5. Actively contributes to Health & Safety | <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 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. |
| 6. Participates as a professional and constructive member of the Inspectorate Team | <ul style="list-style-type: none"> 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. |
| 7. Carries out other duties as required from time to time. | <ul style="list-style-type: none"> Provides support and assistance to SPCA events and campaigns as requested. Participate in training modules as required including Animal Welfare Law modules & Tactical Communications and refreshers to enhance their scope and knowledge of the Inspectorate field functions 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. |

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INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- Members of the Public
- Veterinary Clinics
- City Councils
- Contractors and Suppliers
- Suppliers

PERSON SPECIFICATION:

Qualifications and Experience

- Certificate in Animal Welfare Investigations or equivalent experience desirable.
- Maintains a full, clean drivers licence.
- Administrative and data entry experience.
- Customer service experience.

Skills and Knowledge

- Knowledge and understanding of animal welfare compliance activities within an operational environment.
- Sound knowledge of the Animal Welfare Act including matters related to prosecution and advocacy.
- Experience in the review and development of systems, processes and databases to support operational activity.
- Sound computer skills including the use of database systems and Microsoft Office applications.
- Strong communication skills both written and verbal.

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.
- Ability to work independently and as part of a team.
- Resilient and adaptable.



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