

## POSITION DESCRIPTION



POSITION TITLE: Animal Attendant & Centre Support

LOCATION:

REPORTS TO:

DIRECT REPORTS

**PURPOSE:** To assist with animal care responsibilities at the Centre to provide for the physical health and behavioural needs of all animals in care. This includes ensuring a safe and sanitary facility for animals and people, providing humane handling and ensuring their nutritional, housing and medical needs are met. To assist the public with adopting animals and general enquires. To act as back-up and support for all other operational functions of the Centre.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. General Duties	<ul style="list-style-type: none"><li>• Carry out animal care and welfare duties as part of the SPCA, ensuring all practices are carried out in line with the SPCA's professional standards, policies and procedures.</li><li>• All animals receive the very best of care and that any issues or changes in condition are promptly addressed as per centre procedure or brought to the attention of the Centre Team Leader.</li><li>• All animals in the care or custody of the Centre are accurately recorded on the database and that all supporting paperwork is complete and accurate.</li><li>• Undertake animal processing, care and decisions as required and within the relevant centre procedures.</li><li>• Ensure that animal health and hygiene practices are developed, clearly communicated, and followed.</li><li>• Administer any medical treatments to animals in care as required, ensuring timeliness and accuracy.</li><li>• Assist the Centre to maximise adoption opportunities by positively promoting the animals and SPCA processes. Ensure all animals for adoption are healthy and meet the established criteria, and that all avenues are taken to ensure a prompt outcome for the animals.</li><li>• Always willing to assist where need is identified and such direction is accepted and carried out positively.</li><li>• Greet all visitors professionally and respond to their enquiries appropriately.</li><li>• Respond to telephone calls and emails promptly and courteously, providing the public with correct information.</li></ul>

<p>2. Volunteer Support and Supervision</p>	<ul style="list-style-type: none"> <li>• Leading by example to provide volunteers with the correct motivation and attitude required for their role.</li> <li>• Assist in the recruitment of new volunteers when required.</li> <li>• Induct and train new volunteers, provide ongoing training and support to all volunteers.</li> <li>• Supervise volunteers where required.</li> <li>• Ensures safety, support and wellbeing of volunteers working in the centre.</li> <li>• Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner and as per procedure.</li> <li>• Professional in all interactions with SPCA volunteers.</li> </ul>
<p>3. Education / Promotion of SPCA brand</p>	<ul style="list-style-type: none"> <li>• Members of the public / animal owners &amp; carers are consistently given good advice and appropriate information to improve or maintain welfare of animal(s).</li> <li>• Present and promote the work of the SPCA in all interactions with members of the public in order to improve the Centre's profile and potential financial support.</li> </ul>
<p>4. Personal &amp; Continuing Development</p>	<ul style="list-style-type: none"> <li>• Competence and skill level is maintained to perform role to highest ability.</li> <li>• Meets objectives set at annual performance review.</li> </ul>
<p>5. Supports process improvement groups and projects across the organisation to improve organisational performance.</p>	<ul style="list-style-type: none"> <li>• Actively participates in these groups and works collaboratively with all members of staff to achieve goals.</li> <li>• Carries out project work as requested.</li> </ul>
<p>6. Actively contributes to Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>• Ensures compliance with the Health and Safety Act 2015 by: <ul style="list-style-type: none"> <li>▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>▪ complying with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> <li>o reporting incidents and unsafe practices as soon as they occur</li> <li>o identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>o knowledge, and compliance of, emergency procedures</li> <li>o completing mandatory training within the required timeframes</li> </ul> </li> </ul> </li> </ul>

<p>7. Participates as a professional and constructive member of the SPCA Thames Centre</p>	<ul style="list-style-type: none"> <li>• Attends team meetings as required.</li> <li>• Contributes towards the achievement of strategic and operational goals of the SPCA.</li> <li>• Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
<p>8. Carries out other duties as required from time to time.</p>	<ul style="list-style-type: none"> <li>• Provides support and assistance to SPCA events and campaigns as requested.</li> <li>• Organize and provide assistance with general up-keep of the Centre.</li> <li>• Assist in all areas of the Centre where there are staff shortages or some other need is identified.</li> <li>• 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.</li> </ul>

**INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- RNZSPCA National Support Office Staff
- Members of the Public
- Local Council Animal Services
- Local Vets and staff

**PERSON SPECIFICATION:**

***Qualifications and Experience***

- Animal handling qualification and/or relevant experience
- Previous customer service experience
- Proven organisational and administrative experience
- Maintains a full, clean drivers licence.

***Skills and Knowledge***

- Exceptional customer service skills
- Strong computer skills including Microsoft Office suite, capable of learning new programs
- Exceptional verbal and written communication skills
- Excellent organisation and time management skills
- Good all round knowledge of office procedure and data entry
- Skill in organising resources and establishing priorities
- Demonstrated strengths in accuracy, precision and attention to detail
- Excellent interpersonal skills – communicate effectively with customers, volunteers and other employees

## ***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
- Commitment to ongoing professional development
- Ability to manage stress and handle emotional situations while retaining empathy
- Compassion for animals, comfortable working in the animal centre environment and willing to accommodate animals in the work place
- A sound understanding and empathy with the goals and values of the SPCA
- Ability to work effectively as part of a team as well as to work alone
- Ability to manage confidential information with responsibility and integrity
- Demonstrated flexibility and adaptability (will include flexibility of hours at times)
- Motivated and enthusiastic to make a difference
- A positive attitude, energetic, engaging and proactive
- Ability to work in the field which requires a degree of physical fitness

