

## POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Centre Manager
<b>LOCATION:</b>	Mangere, Auckland
<b>REPORTS TO:</b>	Area Manager
<b>DIRECT REPORTS:</b>	Animal Services Manager Head Vet Facilities Manager Support Services Manager

### ROLE PURPOSE:

The Centre Manager is responsible for overseeing all aspects of the Centre's operations by acting as a key member of the Animal Services Team to deliver on SPCA Core Values: We are One, We are Kind, We Serve, We are Brave, We Thrive. They will ensure the centre operates as a cohesive, collaborative and productive SPCA Centre across all departments, the Inspectorate and National Support Office. Success will be delivered by a strong people leader being future focused on community needs, effective execution of business strategies, strong management of budgets, and achievement of Key Performance Indicators focusing on animals, people, productivity and community.

This role involves leading teams to deliver optimal operational outcomes, driving efficiency, and ensuring the Centre aligns with the SPCA's overall strategic goals. They will be open minded to adaptations, being both reactive and proactive to changing animal welfare state across the wider Auckland region, and the largest SPCA Centre within the network throughout New Zealand.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Leadership & Vision	<ul style="list-style-type: none"><li>• Inspire and motivate a diverse team, including staff and volunteers, to pursue the SPCA's mission</li><li>• Contribute to the development of the Centre's annual operational plan, ensuring alignment with the broader SPCA National Operational Plan and strategic priorities.</li><li>• Regularly review and implement processes that streamline workflow and improve operational outcomes.</li><li>• Execute and monitor the operational plan, ensuring all objectives and KPIs are met in a cost-effective and timely manner.</li><li>• Foster an inclusive, respectful, and collaborative</li></ul>

	<p>environment that encourages growth and accountability</p>
<p>2. Financial Acumen &amp; Budget Management</p>	<ul style="list-style-type: none"> <li>• Develop, manage, and monitor annual budgets and operational costs to ensure financial productivity and resilience.</li> <li>• Oversee the Centre’s financial performance, ensuring adherence to the approved budget and financial targets.</li> <li>• Implement cost-effective strategies without compromising care or service quality. Provide timely and accurate financial reports to the Area Manager, ensuring all expenditure is aligned with budgetary guidelines.</li> </ul>
<p>3. People Management &amp; Development</p>	<ul style="list-style-type: none"> <li>• Recruit, train, and mentor staff and volunteers, fostering a supportive and growth-oriented environment.</li> <li>• Lead, manage, and develop site people leaders, and staff to drive high performance and ensure effective execution of operational plans.</li> <li>• Foster a results-oriented work environment that encourages accountability, collaboration, and continuous improvement.</li> <li>• Identify skill gaps, provide training, and ensure succession planning for key roles within the Centre.</li> <li>• Conduct regular performance evaluations and provide constructive feedback for continuous improvement.</li> <li>• Address any team challenges or conflicts in a fair, supportive, and timely manner.</li> </ul>
<p>4. Customer Service &amp; Experience</p>	<ul style="list-style-type: none"> <li>• Oversee the delivery of exceptional customer service for all visitors, fostering a welcoming and positive atmosphere within the Centre.</li> <li>• Ensure all public interactions and partnerships align with the SPCA’s professional standards and values.</li> <li>• Promptly address and resolve customer concerns or inquiries to maintain and enhance the Centre’s public reputation.</li> <li>• Delegate tasks and empower employees to take ownership of customer</li> </ul>

	<p>interactions, enhancing service quality and responsiveness.</p> <ul style="list-style-type: none"> <li>• Implement feedback mechanisms to continually improve visitor experience and community engagement.</li> </ul>
<p>5. Operational Excellence &amp; Compliance</p>	<ul style="list-style-type: none"> <li>• Oversee daily shelter operations to ensure efficient workflows, high-quality animal care, and effective staff allocation.</li> <li>• Identify and implement process improvements to streamline operations and enhance outcomes.</li> <li>• Drive compliance with all relevant policies, procedures, and legal regulations, particularly in animal welfare and health and safety standards.</li> <li>• Proactively manage risks, identifying operational challenges and implementing mitigation strategies to ensure continuity of service.</li> </ul>
<p>6. Stakeholder &amp; Community Engagement</p>	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships with key local stakeholders, including volunteers, donors, and community partners to enhance support and awareness of SPCA work and purpose.</li> <li>• Develop and implement strategies for outreach, education, and volunteer engagement.</li> <li>• Support local fundraising and community outreach initiatives to enhance the Centre's visibility and generate additional resources.</li> <li>• Act as a representative for the SPCA (including events, media and public forums), ensuring the Centre maintains a strong reputation within the community.</li> </ul>
<p>7. Animal Welfare &amp; Compliance</p>	<ul style="list-style-type: none"> <li>• Ensure all animals under the responsibility of the Centre receive appropriate care in line with individual welfare plans, meeting or exceeding legal minimum standards.</li> <li>• Ensure all animals are handled according to current national protocols and standards.</li> <li>• Regularly assess the condition and needs</li> </ul>

	<p>of animals, promoting a high standard of care and humane treatment.</p> <ul style="list-style-type: none"> <li>• Implement and regularly audit the Animal Welfare Operating Standards (AWOS) to ensure compliance and best practices across the Centre.</li> <li>• Maintain all animal units according to established protocols and procedures, ensuring safety, cleanliness, and optimal animal care.</li> <li>• Oversee the intake process for all incoming animals, ensuring that established protocols are followed during processing.</li> <li>• Ensure that accurate and timely records are maintained in ShelterBuddy, in full compliance with SPCA policies, data standards, and legal requirements.</li> <li>• Monitor the flow of animals through the Centre to minimize their length of stay and improve operational efficiency.</li> <li>• Continuously review processes and practices related to animal welfare to drive improvements and maintain the highest standards of care.</li> </ul>
<p><b>8. Volunteer &amp; Foster Community Engagement</b></p>	<ul style="list-style-type: none"> <li>• Support the development of a robust volunteer and foster network, focusing on community engagement and enhancing the Centre’s reputation.</li> <li>• Cultivate a positive environment for volunteers and foster carers, recognizing their contributions and aligning them with the Centre’s mission.</li> <li>• Implement initiatives to increase volunteer and foster engagement, building long-term, community-based support for the Centre’s goals.</li> <li>• Collaborate with staff to ensure volunteers and foster carers have the resources and training they need to represent the SPCA’s values effectively.</li> </ul>
<p><b>9. Collaboration</b></p>	<ul style="list-style-type: none"> <li>• Collaborate with other SPCA Centres and departments to share the best practices, streamline processes, and ensure consistency in operations.</li> <li>• Participate in SPCA-wide initiatives and</li> </ul>

	<p>projects aimed at achieving national objectives and improving operational effectiveness.</p> <ul style="list-style-type: none"> <li>• Work in partnership with the Inspectorate Services to deliver on improved animal welfare outcomes for the local community.</li> <li>• Lead by example to model and foster a culture of inclusivity and diversity.</li> </ul>
10. Performance Management, Improvement & Reporting	<ul style="list-style-type: none"> <li>• Set and monitor performance targets for staff and the Centre overall, ensuring alignment with the SPCA's strategic objectives.</li> <li>• Use data-driven insights to make decisions, improve processes, and address gaps in performance.</li> <li>• Regularly report to the Area Manager on operational performance, highlighting successes, challenges, and plans for improvement. Implement performance improvement plans where necessary to address underperformance and ensure the Centre consistently meets its KPIs.</li> </ul>
11. Risk, Crisis & Compliance Management	<ul style="list-style-type: none"> <li>• Ensure compliance with all legal and organizational policies, including those related to Health &amp; Safety, animal welfare, and employment regulations.</li> <li>• Monitor and manage risks associated with shelter operations, ensuring swift action in crisis situations.</li> <li>• Implement and oversee health and safety protocols to protect animals, staff, and visitors.</li> <li>• Prepare and execute emergency response plans, including natural disasters, disease outbreaks, or facility issues.</li> </ul>
12. General Support & Event Participation	<ul style="list-style-type: none"> <li>• Provide support and assistance to SPCA events and campaigns as requested, ensuring full participation and contribution to organizational initiatives.</li> </ul>
13. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <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.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li></ul> |
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**Internal Functional Relationships:**

- All SPCA staff, departments and management, including Senior Leadership Team
- SPCA Volunteers (including foster parents) and students

**External Functional Relationships:**

- SPCA Veterinary partners and other external veterinary clinics
- Relevant regulatory and membership organisations (e.g. NZVA, NZVNA, VCNZ, AVPRC, MPI)
- Other Animal Welfare Agencies (including rescues)
- Council and Animal Control
- New Zealand Police
- Members of the Public

**Qualifications and Experience:**

- Strong leadership experience in a changing environment with a focus on team development, performance management, and operational efficiency who can inspire a sense of purpose in staff and volunteers alike.
- Proven experience in managing large operations and implementing processes that streamline workflow and improve outcomes, particularly in an animal welfare, non-profit or service-oriented organisation.
- Demonstrated expert experience in financial and performance management with the ability to set and manage budgets, track performance metrics and ensure financial oversight and future sustainability.
- Familiarity with compliance and regulatory frameworks, particularly related to Health & Safety and animal welfare, is desirable.
- Community and stakeholder engagement with the ability to forge strong connections with the community, donors, and volunteers. Proven track record with the ability to identify and address challenges creatively and collaboratively promoting forward-thinking solutions.

## Key Competencies:

- **Leadership and Team Development:** Proven ability to lead and motivate teams towards achieving business objectives.
- **Financial Acumen:** Strong understanding of budgeting, financial reporting, and cost control.
- **Operational Excellence:** Ability to drive process improvements, enhance efficiency, and ensure compliance with organizational standards.
- **Stakeholder Management:** Effective relationship-building skills, with the ability to engage and influence internal and external stakeholders.
- **Problem-Solving:** Strong decision-making and analytical skills to resolve operational challenges and drive continuous improvement.
- **Customer Focus:** Commitment to delivering high-quality service and maintaining a strong organizational reputation.

## Personal Attributes:

- **Proactive and Results-Driven:** Demonstrates a proactive approach to achieving business goals, with a focus on delivering results and continuous improvement.
- **Resilient and Adaptable:** Maintains composure and efficiency in a dynamic, fast-paced environment, adapting quickly to changing circumstances or challenges.
- **Collaborative and Relationship-Oriented:** Builds strong internal and external relationships, fostering a collaborative work environment.
- **Empathetic and Ethical:** Displays high levels of empathy, especially in dealing with animal welfare, and upholds ethical standards in all operations.
- **Strategic Thinker:** Ability to think critically and strategically to drive long-term operational success.

