

Position Description



POSITION TITLE: Animal Services Partnerships Manager
LOCATION: National
REPORTS TO: National Animal Services Support Manager

PURPOSE:

To act as a key member of the Animal Services Team to deliver on one of SPCA Core Values of 'We Serve'. To deliver on a future-focused New Zealand community need by providing excellent communication and collaboration internally and externally. They will be essential to maintaining positive relationships with SPCA Centres, community stakeholders and veterinary partners within the communities we serve.

To be accountable for managing the day-to-day operational aspects of the current veterinary partnerships (including productivity and sustainability of care), and further developing with the intention of expanding a standardised and streamlined network nationally to further support the SPCA.

To provide support to Animal Services operations to achieve SPCA's mission of both working in and with our local communities. This is to be achieved by managing the design and implementation of a standardised national approach to foster and volunteer management across Animal Services.

This role will audit current practices, manage and review the MOU database in a timely fashion, design improved administrative and operational systems, and implement future-focused plans leveraging technology to enhance retention, training, induction, and acknowledgment of SPCA's volunteers and fosterers.

To be accountable for the essential nutritional and pharmaceutical support partnership operations. This includes the monthly/bi-monthly ordering for centre stock supply, rebates and claims remaining within the terms of the partnership for volumes and budgets allocated.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Management and coordination of the day-to-day operations of the Veterinary Partnerships nationally & Councils	<ul style="list-style-type: none">• Forms and maintains strong relationships and communication with veterinary clinic partners to ensure SPCA brand, reputation and animals are well supported.• Development and implementation of consistent systems, processes and operations within the veterinary partnership space.• Manage and maintain current Memoranda of Understanding (MoUs), as well as work to optimise the Veterinary Partnership network nationally.• Ensure clear and timely reporting is available where requested and required.• Work collaboratively with the local SPCA Centre Managers to aid them in delivering on financial targets and animal welfare needs.<ul style="list-style-type: none">○ Monitor animal expenses and process monthly invoices from applicable veterinary partners.○ Ensure current MoU conditions are upheld, including but not limited to: fee structures, managed entry

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	<p>requirements, capacity and transportation throughout the partnership network and between centres.</p> <ul style="list-style-type: none"> ○ Advise and educate veterinary partners of the responsibilities in accordance with the Animal Welfare Act 1999. ○ Ensures all obligations under the Animal Welfare Act 1999 are adhered to, and sound decisions are made and documented. <ul style="list-style-type: none"> ● Seeks out collaborative opportunities with veterinary partners for the SPCA to enhance community engagement and increase our visibility in the community.
2. Support development of a Nationalised Foster and Volunteer Management System and processes	<ul style="list-style-type: none"> ● Conduct a thorough audit of existing foster and volunteer operational practices across all SPCA centres. Use data to pinpoint inefficiencies and discrepancies in current practices. ● Propose a streamlined structure that will ensure sustainability and efficiency in the Foster and Volunteer operations (which may include (but is not limited to) the creation of position descriptions and recruitment of volunteer and foster coordinators). ● Design, develop and implement best practice systems nationwide to support the management, administrative upkeep, reporting and tracking of volunteers and fosterers. ● Ensure new procedures and processes comply with the relevant regulations and best practices in Animal Welfare and in line with SPCA's values. ● Standardise induction and training material, and maintain ongoing training requirements, in collaboration with the training team utilising technology and efficiency where possible. ● Enhance and maintain foster and volunteer retention by supporting the ongoing development of recognition and reward programs. ● Actively recognise and mitigate attrition where possible. ● Collaborate with Marketing and Engagement teams around purpose drive foster and volunteer drives and recruitment planning on an annual basis.
3. Purina Operational Support	<ul style="list-style-type: none"> ● Maintaining an excellent working relationship and continuously liaise with Purina representatives to ensure the smooth processing of the monthly/bi-monthly orders. ● Regularly liaise with all the Centres to ensure they have the correct stock in place to feed the animals, and to find alternatives where appropriate. ● To monitor the ordering of stock by the Centres in relation to the budgets and allocations, and to highlight any outliers to their manager. ● To provide Purina with quarterly veterinary diet claims and ensure these are documented and accompanied by receipts. ● To organise and facilitate training between Purina and the Centres where necessary and appropriate. ● To continue to improve processes to enhance the working relationship with both Purina and the Centres.
4. Participates as a professional and constructive member of the Animal Services team.	<ul style="list-style-type: none"> ● Make a positive contribution to team performance and morale, acting with integrity, compassion and dedication. ● Contributes towards the achievement of strategic and operational goals of the SPCA.

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	<ul style="list-style-type: none"> • Acts professionally and non-judgmentally. • Embodies the SPCA values and strives to achieve the SPCA Mission. • Maintains professional working relationships with all SPCA staff, volunteers and stakeholders.
5. Delivers on strong Health, Safety & Wellbeing Culture at SPCA	<ul style="list-style-type: none"> • Ensures compliance with the <u>Health and Safety Act 2015</u> by taking reasonable care of your own health and safety and ensure that you don't cause harm to others <ul style="list-style-type: none"> ○ complying with all health and safety instructions, policies or procedures ○ ensuring health and safety compliance; including but not limited to; prompt investigation of reported incidents, risks and unsafe practices ○ training is completed within the mandatory timeframes ○ safety checklists are completed as required within the mandatory time frames • Collaborate with local centres on their individual health and safety practices and compliance should you be present on site.
6. 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. • 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.

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
- National SPCA Sponsors (e.g. Purina, Zoetis, SVS)
- Relevant regulatory and membership organisations (e.g. NZVA, NZVNA, VCNZ, AVPRC, MPI)
- Other animal welfare agencies (including rescues)
- Regional council
- New Zealand Police
- Members of the public
- Other stakeholders and contractors
- Donors

PERSON SPECIFICATION:

Qualifications and Experience

- Stakeholder management and engagement is essential
- Strong business acumen, including managing budgets and finance
- Demonstrated track record of strategic foresight, project management and implementation
- Experience in Team Leadership/Management
- Public speaking, presenting and educating wide ranges of audiences
- Experience in, and an understanding of animal welfare, shelter management and disease control would be an advantage
- A tertiary qualification in the animal care/veterinary field is desirable

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Skills & Knowledge

- Exceptional interpersonal skills and the ability to build rapport with internal and external stakeholder/contractors/vendors/customers
- Advanced information technology skills and interest or ability to learn emerging technologies
- Excellent written and oral communication skills, including presentations and public speaking
- Strong organisational and planning abilities
- Strategic thinking and problem solving

Personal attributes

- Collaborative leadership style
- Self-starter with respect to professional boundaries and direction
- Ability to work effectively without supervision and effectively prioritise daily tasks
- A commitment to high quality work and professionalism
- Exceptional interpersonal relationship building skills
- Highly organised with the ability to prioritise, multitask and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Resilient to change and flexible
- Ability to manage stress and handle emotional situations while retaining empathy
- Personal and professional integrity

Competencies

- Leadership
- Communication
- Relationship building
- Critical thinking
- Delegation
- Innovation
- Analytical thinking
- Conflict resolution



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