**POSITION TITLE:** Animal Attendant Team Leader – Canine

**LOCATION:** Whangarei

**REPORTS TO:** Centre Manager

**DIRECT REPORTS:** Animal Attendants - Canine

**PURPOSE:**

Provides leadership and management of the canine services within the SPCA to ensure they are high performing, effective, responsive and efficient.

Provides services that that are consistent with the 5 freedoms and promote animal welfare for all animals in the care of the SPCA.

To provide leadership with the implementation and compliance with animal care policies, procedures and practices within the SPCA within allocated resources available.

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| **KEY ACCOUNTABILITIES:** | **KEY RESPONSIBILITIES:** |
| 1. Lead, develop and motivate the canine team to be high performing, capable and competent, delivering high standards of performance.
 | * Works with the Centre Manager to develop a high performing canine team, through effective recruitment, performance development, and leadership of all team members.
* Provides mentoring and support to all canine animal attendant team members.
* Communicates effectively with staff of the SPCA, playing a key role in all animal welfare initiatives and services at the Centre.
* Ensures the achievement of negotiated service, team and individual KPI’s.
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| 1. Assists the Centre Manager to ensure effective identification and management of potential or actual risks associated with the canine services.
 | * Implements the risk identification and management system.
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| 1. Carries out management duties as part of the canine team as approved by the Centre Manager, ensuring all practices are carried out in line with the SPCA’s professional standards, policies and procedures.

  | * Canine services are delivered as per SPCA policies and procedures.
* Canine Services are effectively delivered by high performing teams, within allocated resources.
* Assists the Centre Manager to ensure the Canine Team implements the Animal Welfare Operating Standards (AWOS) at the Centre.
* Completes all administrative and reporting requirements in an accurate and timely manner.
* Carries out data gathering and analysis as required, to monitor and improve performance.
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| 1. Ensures the cost effective and efficient management of the canine budgets and operational costs.
 | * Assists the Centre Manager with cost effective development and operation of all staff rosters within the animal service teams.
* Assists the Centre Manager to manage the monthly budget to ensure all costs and income are on target.
* Acts within delegated levels of authority.
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| 1. To provide appropriate support as requested for the efficient and effective operation of animal welfare prosecutions by the SPCA
 | * Ensures that dogs/puppies under the care of the SPCA receive appropriate levels of care.
* Ensure all tasks and reports are completed in a timely, accurate and professional manner as requested.
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| 1. Animal health and hygiene practices are developed, clearly communicated, and followed.
 | * Assists with the development and implementation of standards for animal care and ensures these are consistently provided and reported on regularly.
* Assists with the development and implementation of policies and procedures to ensure effective Infection Control Practices in the SPCA.
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| 1. Actively contributes to Health & Safety
 | * A safe and healthy working environment is maintained at all times.
* Establish and comply with Health and Safety legislation and regulations.
* Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace.
* Contributes towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015).
* Is aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly.
* Has knowledge of and is able to apply emergency procedures.
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| 1. Supports process improvement groups and projects across the organisation to improve organisational performance.
 | * Actively participates in these groups and works collaboratively with all members of staff to achieve goals.
* Completes all administrative and reporting requirements in an accurate and timely manner.
* Carries out data gathering and analysis as required, to monitor and improve performance.
* Carries out project work as requested.
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| 1. Participates as a professional and constructive member of the Canine Team
 | * 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.
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| 1. Volunteer support
 | * Ensures the Canine Team is supported by reliable, trained, competent and motivated volunteers.
* Ensures safety, support and wellbeing of volunteers working in your department.
* Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner.
* Professional in all interactions with SPCA volunteers.
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| 1. Carries out other duties as required from time to time.
 | * 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.
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**INTERNAL FUNCTIONAL RELATIONSHIPS:**

* All SPCA staff and Management
* Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

* Other Animal Welfare Agencies
* Members of the Public
* Other community based animal services and businesses

**PERSON SPECIFICATION:**

***Qualifications and Experience***

* Tertiary level qualification in animal husbandry/behaviour and animal care
* Practical animal-handling experience and knowledge in canine care and training.
* Proven management and leadership experience of a successful work team
* Prior experience with operational management and budgets
* Full, current New Zealand driver’s licence

***Skills and Knowledge***

* Sound computer skills including the use of e-mail, internet and Microsoft Office applications
* Analytical thinking and problem solving
* Ability to lead and motivate a team on an on-going basis
* Good networking and inter-personal skills - ability to build rapport with staff, stakeholders and suppliers

***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, including report writing.
* Motivated and enthusiastic to make a difference
* Has a strong commitment to the values of the SPCA

