

Position Description

Our Vision

A South Australia where every pet has a loving home.






About Us

Since our humble beginnings in 1964, Animal Welfare League has grown into one of South Australia's leading animal welfare organisations. In our mission to connect pets, people and community, we find loving homes for vulnerable animals in need, reunite lost animals with their families and provide temporary shelter through our foster care program. We offer education and pet advice to the community to encourage responsible pet ownership and our social enterprises provide much-needed support to South Australians looking for pet boarding facilities and pet cremation and memorial services, as well as those on the lookout for a bargain at our Thrift Shops.

Our Mission

Connecting pets, people and community.

Our Beliefs and Behaviours

Create Opportunities	Show Compassion	Be Optimistic	Share Knowledge	Walk the Talk
				
Finding solutions to challenges	Listening, observing and offering support	Maintaining a positive outlook	Communicating openly and constructively	Being open, honest and professional
Being open minded to alternatives and new approaches	Being respectful	Focusing on what's possible and staying realistic	Using mistakes and feedback as an opportunity to learn	Being accountable for outcomes and actions
Striving to do better	Being empathetic by taking the time to understand others' points of view	Remaining calm and composed during challenging times	Seeking opportunities to develop our abilities and knowledge	Recognising and celebrating achievements

Position Description

Position Title:	Chief Animal Services Officer	Tenure:	Ongoing Full Time
Department:	Animal Operations	Classification:	Salary
Reports to:	Chief Executive Officer	Direct Reports:	

Position Overview

The Chief Animal Services Officer is responsible for the effective leadership of AWL's core animal care activities and will oversee the veterinary and animal services teams to ensure the health and wellbeing of all animals in AWL's care. The role also leads the delivery of exceptional customer service with a strong focus on people leadership, team development and quality systems and processes.

Key Results Area

Leadership and Team Management	<ul style="list-style-type: none"> • Provide visible and effective leadership through direction, monitoring and developing performance, building morale, and generating a sense of common purpose. • Lead and manage Animal Operations employees and volunteers, monitoring performance against business objectives, and implementing professional development initiatives to ensure a high level of professional and competent service delivery. • Identify and address issues and solutions related to Animal Operations employee and volunteer engagement. • Model appropriate leadership behaviour and ensure compliance with all internal policies, procedures, and practices. • Lead and mentor coordinators and managers, monitoring their performance against animal services objectives.
Animal Welfare Operations and Strategic Delivery	<ul style="list-style-type: none"> • Lead organisation-wide awareness and delivery of contemporary practices in companion animal shelter operations, animal welfare, and rehoming strategies. • Ensure animal services are delivered in accordance with approved AWL policies, guidelines, procedures, and standards. • Establish, implement, and improve animal operations systems, controls, processes, and policies where required. • Ensure operational planning, including developing, implementing, monitoring, and reviewing operational plans to support AWL's Strategic Plan.
Financial and Risk Management	<ul style="list-style-type: none"> • Ensure the financial management of animal operations in line with budget targets, including approving timesheets and leave requests, measuring performance against animal operations business objectives and operational effectiveness. • Monitor program revenue and expenditures against budgets. • Manage risks related to animal operations and ensure compliance with AWL's risk management framework.
Collaboration and Culture	<ul style="list-style-type: none"> • Contribute to a collaborative, supportive, and positive organisational culture. • In conjunction with the People Operations department, manage employee and volunteer-related activities including targeted recruitment and selection, on-the-job training, performance reviews, and performance management. • Contribute to AWL being recognised as a leading animal welfare organisation by developing and implementing processes based on evidence-based research and by establishing and maintaining positive relationships and partnerships with other relevant agencies and services.
Reporting and Compliance	<ul style="list-style-type: none"> • Prepare accurate written documents and reports, including statistical reports on animal welfare, veterinary, foster, behaviour, or rehoming activities as required by the Senior Management Team, CEO, or Board. • Monitor all contracts with councils to ensure they are being followed correctly. • Respond to and resolve LGA enquiries relating to animals in AWL's care and manage reports for local government agencies.
Project Management and Continuous Improvement	<ul style="list-style-type: none"> • Manage and deliver projects as required. • Establish, implement, and improve animal operations systems, controls, processes, and policies where required. • Develop and implement operational improvements to enhance the effectiveness and efficiency of animal operations.

Personal Abilities

Essential	<ul style="list-style-type: none"> • Extensive Operational Management experience in a multi-faceted business operation. • Knowledge of the Animal Welfare Act and Dog and Cat Management Act. • Demonstrated outstanding people leadership skills – coaching, mentoring, building positive culture, developing teams. • Proven experience in managing multidisciplinary teams. • Proven experience in financial management, in line with budget targets, including measuring performance against business objectives and operational effectiveness. • Proven experience in operational planning, including developing, implementing, monitoring, and reviewing strategic and operational plans. • Experience and skills in efficient use of rostering management / time and attendance system. • Project management experience and skills. • Change management experience – cultural and operational. • Ability to make decisions within delegated authority parameters. • Strong relationship building skills, with both internal and external stakeholders. • Highly motivated and enthusiastic, with excellent communication skills.
Desirable	<ul style="list-style-type: none"> • Registerable Degree in Veterinary Science and current registration with the Veterinary Surgeons Board of South Australia is highly desirable. • Tertiary qualification in Veterinary Medicine and/or a business/management related discipline.
WHS and Compliance	<p>All managers and employees of AWL are to:</p> <ul style="list-style-type: none"> • Comply with AWL's organisational policies, procedures, guidelines and applicable legislative requirements including but not limited to Fair Work Act 2009 and Work Health and Safety Act 2012. • At all times act and comply with reporting obligations arising from legislation, professional conduct standards including the Code of Conduct for AWL and organisational policies, procedures and guidelines. • Take appropriate steps to protect themselves from risks to health and safety and to make sure they do not cause risk to others through any act or omission. In particular, the incumbent must: <ul style="list-style-type: none"> ○ Report accidents, injuries, property damage and health and safety incidents. ○ Use equipment provided to protect health and safety. ○ Follow reasonable instructions and directions given on health and safety. <p>Ensure they are not affected by alcohol or drugs so as to not endanger themselves or others.</p>
Special Requirements	<ul style="list-style-type: none"> • Some flexibility and additional hours may be required to meet business needs. • Travel may be required across all AWL sites and other locations. • Satisfactory National Police Clearance Certificate / National Police Check (NPC) at commencement of employment and periodically at the request of AWL. • Understand and follow the requirements of confidentiality and facilitate appropriate standards of confidentiality and information sharing practice. • Actively participate in AWL personal achievement and development processes. • Participate in training and development activities as specified by AWL including those associated with workplace health and safety.

I have read the requirements and responsibilities outlined in this position description and will adhere to these conditions. I agree to have my performance monitored and evaluated as detailed throughout this document.

Name:

Signed:

Date:

CONFIDENTIAL