

Candidate Information Pack

RSPCA NSW

General Manager, Animal Operations

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About the RSPCA NSW

The RSPCA (Royal Society for the Prevention of Cruelty to Animals) is a non-government organisation. They work to prevent cruelty to animals by actively promoting their care and protection. RSPCA NSW is part of a federated organisation made up of the eight state and territory RSPCA Societies. RSPCA Australia establishes national policies and positions on animal welfare issues and works with government and industry to ensure these issues are addressed.

The RSPCA NSW mission is to prevent cruelty to animals by actively promoting their care and protection and has been the voice for the animals in NSW for over 145 years. RSPCA NSW employs approximately 420 people and approximately 1,500 volunteers across 24 volunteer-run branches, 9 shelters and 4 vet hospitals and 1 care centre:

- Sheltering: Aims to rescue, rehabilitate and rehome / release animals. Also includes a partnership with 32 Petbarn adoption centres.
- Vet services: Offer desexing, emergency help and other operations in RSPCA's 4 vet hospitals. Stable source of revenue for the organisation.
- Education: Increased community outreach, with over 500 community visits (including school visits and corporate partnerships). RSPCA approved farming initiative. 1 Registered Training Organisation.
- Enforcement: 32 investigators worked across the state last year, investigating 15,000 suspected animal cruelty cases leading to over 40 prosecutions.

Key achievements over the last 12 months include: helping care for 32,121 animals; 14,169 animals were rehomed; 4,483 animals reunited with their owners were rehomed; 4,795 animals were **fostered**; **Raising \$39,612,576 from their supporters**; **31 Inspectors investigated, 15,451 cases of cruelty leading to 43 successful** prosecutions, and rescued 757 animals; RSPCA veterinarians undertook, 8031 Desexing procedures, 7893 vaccinations, 1794 dental checks and 18,896 consultations.

Funding The RSPCA relies almost entirely on the goodwill of its loyal supports and like-minded members of the community to fund its operations. In FY 2018, the RSPCA NSW received 45% from legacies, 55% from operating revenue and less than 1% from NSW Government grants.

https://www.rspcansw.org.au/wp-content/uploads/2018/10/A1_FY17-18_Annual-Report_DIGITAL.pdf

Strategic Priorities - To achieve their mission and goals, the RSPCA NSW has developed a five-year Strategic Plan for the organisation that allows them to identify areas where they can adapt their service to animals and the community. This strategic plan provides a clear direction for how the RSPCA in NSW will help animals across the state over the next five years. https://www.rspcansw.org.au/wp-content/uploads/2018/10/Strat-Plan_5-Year-Doc_External_RSPCA103_18.pdf

Context for this position

RSPCA NSW is constantly looking to identify areas where it can adapt their services to animals and the community and has recently restructured the organisation and leadership team to achieve its vision.

The organisation is becoming more integrated and the executive team has reduced from seven to four positions and is designed to deliver the mission and 5-year strategic plan through highly visible leadership and enabling a culture where empowerment, collaboration, innovation and welfare for people and animals thrive. The new leadership team roles reporting to the CEO are:

- General Manager Fundraising
- General Manager Community
- General Manager Animal Operations
- General Manager Support Services.

This is a rare opportunity to create a lasting impact and build a new model for delivering Animal Welfare service and to be part of a new Executive leadership team, reshaping the organisation and building a positive value led culture.

General Manager Animal Operations

- RSPCA NSW
- Seeking outstanding leaders from a range of sectors
- Lead strategic and culture change

RSPCA NSW has been the voice for the animals of the state for over 145 years. It is a non-government organisation with a clear vision and hope for the future, employing over 400 people, engaging 1,500 volunteers and amazing supporters who last year helped raise nearly \$40 million to provide animal welfare services and programs in NSW.

RSPCA NSW is constantly looking to identify areas where it can adapt their services to animals and the community and has recently restructured the organisation and executive team to achieve its vision. The new leadership team structure is designed to deliver a strategic plan through highly visible leadership and enabling a culture where empowerment, collaboration, innovation and welfare for people and animals thrive.

The General Manager Animal Operations is a unique role that leads a large, diverse state-wide team and network of resources. This includes 9 shelters, 4 veterinary hospitals, 1 care centre and an inspectorate that last year investigated over 15,000 animal cruelty complaints leading to 43 prosecutions.

In the context of RSPCA NSW's strategic transformation, your purpose in this role is to improve animal outcomes (increase live animal release rates, decrease stay time), drive collaboration and integration of the organisation's services and staff. In the Animal Operations division, you will be realising the benefits of integrating the animal care services with the inspectorate and creating new opportunities to innovate.

We are seeking an outstanding leader who has managed multi-faceted and distributed teams in complex operational environments with front-line services. Expressions of interest are encouraged from leaders with backgrounds in a range of sectors in the public, private or not for profit markets, such as community services, health care, and other regulated or regulatory environments. It is not essential to have experience in animal welfare however this is also of interest.

This is an exciting and compelling career opportunity. You'll be a part of a new leadership team on a mission to innovate and develop an organisation and culture that will change the face of animal welfare.

How to apply

To apply and for a copy of the Candidate Information Pack, please go to www.derwentsearch.com.au and search the role title. Your application should include a cover letter highlighting your suitability for the role and a resume. For further information, please contact Andrew McEncroe or Kate Bromley of Derwent Search by email RSPCANSW@derwentsearch.com.au or call (02) 9091 3210, reference #25488.

Applications close: Sunday, 21 July 2019.

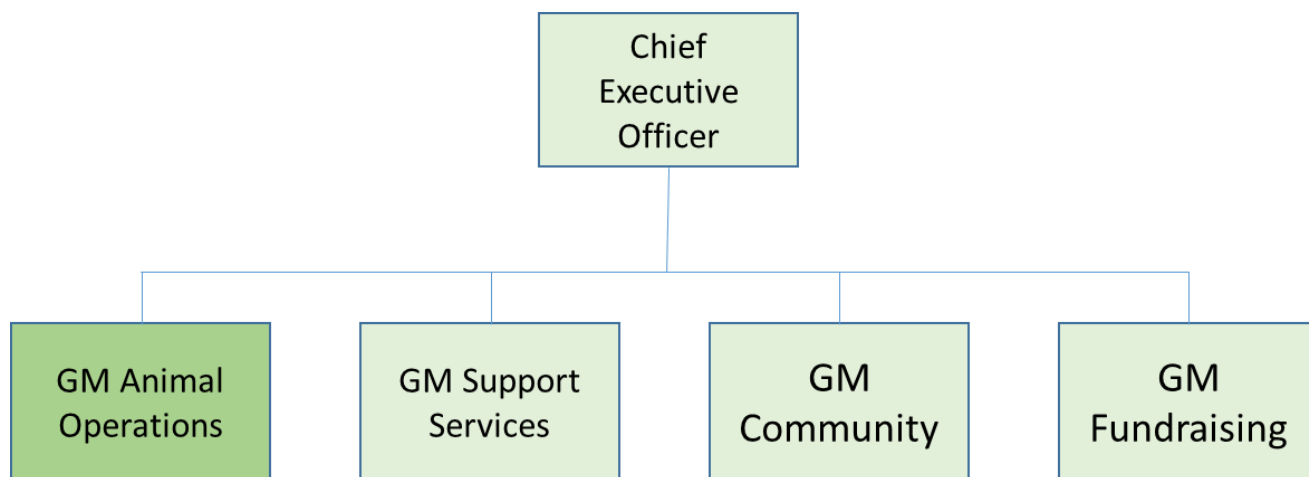
Role Title

General Manager, Animal Operations

Purpose

Lead animal welfare improvement through the integration of enforcement, sheltering and veterinary services to provide the best possible support to animals who need us most

Reporting



Key Accountabilities

Inspectorate, Shelters & Hospitals

- Drive collaboration, synergy and integration benefits across animal operations and the broader organisation.
- Continuously improve standards of animal care and service delivery through innovation and application of leading practices.
- Be a strong, effective advocate for improved animal welfare regulation and policy.
- Work with the RSPCA Federation to ensure benefits derived from innovation and improved practice in animal welfare can be realised nationally.
- Proactively support fundraising activity through expert content and making Animal Operations expertise available.
- Ensure adequate staffing levels through the development and application of a unique value proposition that attracts and retains critical professional talent.
- Develop a culture of transparency and proactively communicate key information inside and outside Animal Operations.
- Work with CEO, other GMs and the Board to deliver the organization's strategic plan and objectives.

Key Stakeholders

The incumbent is expected to proactively take action to manage internal and external key relationships and enable required levels information flow, advice, influence and agreement.

Internal

CEO, GMs, RSPCA NSW Board, staff, volunteers and RSPCA Federation

External

All levels of government, NSW Police, Emergency Services, DPI, Corrective Services, Industry and the Public.

Decision Making Authority

Verification and approval of documents

Job Requirements

Experience

At least ten years in a people leadership role, managing managers and multiple functions

Broad knowledge of all three fields of enforcement, shelter and hospital with in-depth knowledge in at least two

Education & Professional Qualifications

Preferred: Relevant Undergraduate and/or Post-Graduate Degree

Specific Knowledge and Competencies

Able to think big picture, plan and deliver on time – demonstrated strategic capacity

Financial acumen

Proven ability to manage and influence diverse internal and external stakeholders

Ability to build and lead high performing teams

Authentic leadership style that engenders trust and motivates behaviours that will help deliver our goals in relation to the future of animals, our supporters and our people.

Growth mindset with the ability to actively listen, process feedback, reflect, learn and help others learn

Ability to build and maintain quality working relationships with colleagues and stakeholders, work collaboratively and proactively support others

Understanding of how the NFP sector works

Commitment to improving welfare

The Application and Selection Process

Applications

Inquiries - All applications are to be received by Derwent.

For further information, please contact Andrew McEncroe or Kate Bromley at Derwent by email RSPCANSW@derwentsearch.com.au or call (02) 9223 1855.

Derwent will maintain confidentiality with respect to contact by potential applicants.

Application submission process

To apply, and for a copy of the Candidate Information Pack, please go to www.derwentsearch.com.au and search the role title. Your application should include a cover letter highlighting your suitability for the role and a resume.

Closing date - 21 July 2019.

Selection process

Shortlisted candidates will be invited to attend an interview with the section panel.

Dates: Interviews are currently scheduled to take place in August 2019.

Duration: Approximately 60 minutes.

Location: First round interviews will take place at Derwent.

Candidates will also be required to complete additional assessments such as personality profiles and cognitive assessments.

Reference Checks

At least two referees for the most competitive candidates will be contacted and asked questions about the candidate relevant to the selection criteria. Candidates are requested to provide at least two referees in their application, and they will be advised before those referees are contacted.

Pre-employment verification and background checks

Before an offer of employment is made the following checks will be undertaken:

- Academic Qualification Check
- Professional Membership Check
- Criminal History Check
- Employment History Check
- Financial Regulatory and Bankruptcy Check

Applicant support and feedback

The RSPCA NSW and Derwent are committed to ensuring that potential applicants and candidates are treated respectfully and fairly. Derwent consultants are available to field inquiries and ensure that applicants are informed about developments as they become available. Candidates who are shortlisted and complete assessments including interviews will be offered a feedback session to discuss their experience and the assessment results.