

Candidate Information Pack

RSPCA NSW

General Manager, Support Services

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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 Support Services

- RSPCA NSW
- Seeking outstanding culture and change leadership
- Deliver services across HR, finance, IT, legal & facilities

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 executive 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 Support Services leads a team covering the key service areas of People, Finance, IT, Legal and Facilities. In the context of RSPCA NSW's strategic transformation, your focus will be developing and delivering a strategy that drives positive culture change. You are also responsible for implementing strategies to ensure the organisation is financially sustainable, integrating systems to improve efficiency and enabling effective services.

We are seeking an outstanding leader who has a track record of leading positive culture change in complex organisations, ideally including distributed teams with front-line services. You will have managed high performing teams in corporate services and are likely to have held roles concentrated in human resources.

Expressions of interest are encouraged from leaders with backgrounds in a range sectors in the public, private or not for profit markets, such as community services, health care, and other regulated or regulatory environments.

This is an exciting and compelling career opportunity. You'll be a part of a new executive 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 3230, reference #25490.

Applications close: Sunday, 21 July 2019.

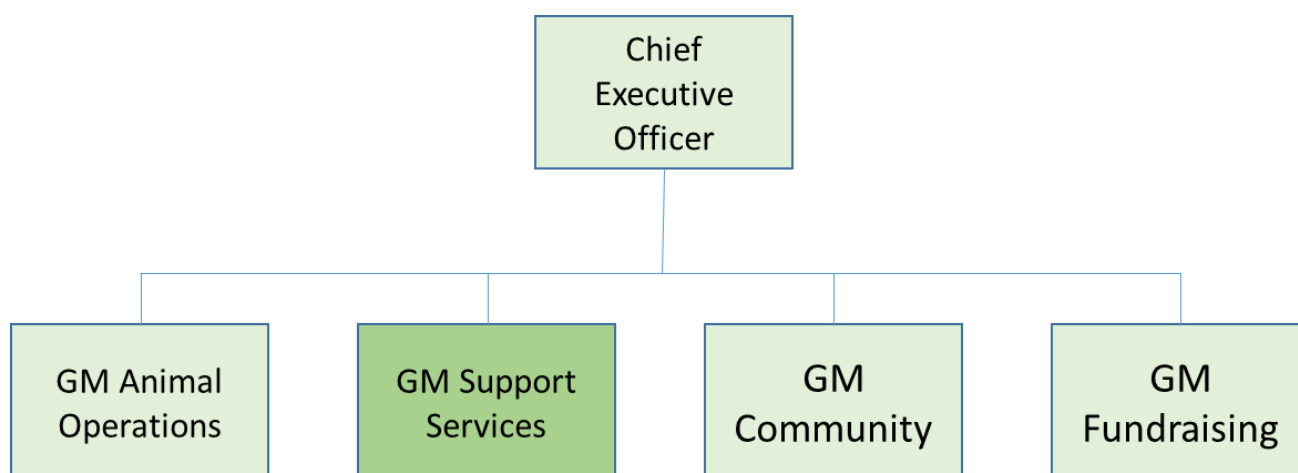
Role Title

General Manager, Support Services

Purpose

Enable the organisation to lead animal welfare improvement by driving positive culture change and delivering high quality support services.

Reporting



Key Accountabilities

People, Finance, IT, Legal & Facilities

- Drive collaboration and integration benefits across all support services
- Develop and deliver a strategy that drives positive change and creates an enabling culture and safe workplace for our people
- Create clarity for our people by building understanding of the roles they play in delivering our strategic objectives and the value they bring to the organisation
- Support the Risk, Audit and WHS Board subcommittee to ensure the organisation operates within agreed risk parameters
- Ensuring the effective management of the organisations property portfolio
- Support and drive the developed organisational IT strategy
- Maintain public confidence by ensuring the compliance with all legal and regulatory requirements across all functions of the organisation
- Work with CEO, other GMs and the Board to deliver the organisation's strategic plan and objectives

Key Stakeholders

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

Internal

CEO, GMs, RSPCA NSW Board, Managers, Staff and Volunteers

External

Government, auditors 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 people, finance, legal, IT and property management with an in-depth knowledge in at least three

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.