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| Position Title: GAP Operations Manager | Department: Animal Welfare |
| New Position Change to Existing Position | Date: *7 August 2016* |
| Reports to (position): | *Re-homing Manager* |
| Positions that report to this position: | *Property and Veterinary Services Manager, Administration and Kennel Staff* |
| Name of present incumbent (if applicable): |  |

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| **PRIMARY PURPOSE OF ROLE:** | | |
| The GAP Operations Manager is responsible for the coordination and supervision of permanent, part time and casual Site Team Leaders, Property Managers, Administration Staff and Kennel Attendants. The GAP Operations Manager is in consultation with the contracted veterinarians and GAP Property and Veterinary Services Manager, and is required to oversee the running of the onsite veterinary clinic at Seymour and oversee the day to day care of all greyhounds housed on site at both Seymour and Mount Mercer.  This role also includes working closely with the live-in on-site GAP Property Managers, ensuring the ongoing upkeep and maintenance of all of the GAP facilities including the property’s grounds, kennel blocks and the residential buildings which must be kept to the highest standard in line with all building and council requirements.  The GAP Operations Manager will also work closely with both the newly appointed GAP Foster Manager and the GAP Adoption Manager by assisting them with all greyhounds coming in and out of the program, including foster homes, RSPCA shelters and adoption facilities.  Reporting to the GRV’s Re-homing Manager, the GAP Operations Manager will play a crucial role along with the Foster Manager and Adoption Manager to ensure the program continues to build on the success the program has already achieved over the past 20 years. | | |
| **Scope:** | | |
| Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the state level with animal welfare and integrity as its key priorities.  GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position. This will ensure that the best standard of service is continually provided across the organisation and that GRV will build on and maintain its excellent reputation and effective profitability.  Our vision is for Greyhound Racing Victoria to become the world’s most respected greyhound racing body; widely regarded for the market position and reputation we have created for greyhound racing in Victoria. | | |
| **Freedom to Act / Decision Making***:* | | |
| * Managing of employees within the company policy and legislative requirements. * Department budget expenditure up to $1,000. * Define specific objectives for a member of the team within company objectives. * Authority to approve emergency property repairs. * Authority to approve timesheets. | | |
| Key Result Area | **Accountability / Activity***:* | **Key Performance Indicator** |
| **People Management** | * Recruitment of kennel and administration staff. * Actively participate in management activities, including regular meetings, performance reviews, training and development of staff. * Actively participate in the managing and resolving of issues that arise within the GAP team, including conflicts. * Provide orientation and training including providing information in relation to a healthy and safe work environment. * Provide leadership and advice (strategic and operational) to the GAP team. * Provide opportunities in relation to professional development. * Development and implementation of training/education programs where required. * Manage the GAP team roster to ensure business needs are best met. | * Effective and efficient management of staff. * Performance appraisals conducted in accordance with company procedures and time lines. * Educational and reference resources in place. |
| **Administration** | * Develop and maintain customer service model and provide exceptional customer service. * Respond to public enquiries both by phone or email, and through social media (phone queries may be received outside standard working hours). * Maintain the GAP database to ensure accuracy and up to date information. * Attend to general administrative tasks such as banking and mail. | * Customer Services Strategy developed and in place. |
| Kennel Management | * Oversee the management of kennels and property. * Ensure that the daily needs of all greyhounds housed at the property are met. * Ensure the standards outlined in all relevant Codes of Practice are being exceeded. * Producing kennel reports and record keeping in compliance with the relevant Codes of Practice. * Management, coordination and supervision of permanent, part time and casual kennel staff including preparation of rosters. * Assist the Re-homing Manager with implementation of a computer based Kennel Management system. | * Accurate record keeping. * Kennel Audits. * Efficient use of the GAP Vet  Treatment facility maximising surgical and medical treatment for the preparation of greyhounds for adoption. |
| Property Maintenance | * Management and payment of all utility, waste, infrastructure repairs and maintenance and equipment accounts relating to the GAP facility, including residential houses. * Procurement of goods and services, including sub-contractors required to manage and maintain the kennels, office buildings and properties. | * Feedback from clients. * Accurate record keeping. * Facility Audits. * External Service provider maintenance. * On time payment of accounts. * Staying within allocated department budget. |
| Greyhound Movement | * When required assist the Adoption Manager and Foster Manager, to coordinate the movement and transport of greyhounds. This includes but is not limited to off-site assessments, foster carers, RSPCA shelters, adoption days, other adoption facilities. | * Ensure that greyhounds arrive at designated points on time. * Accurate record keeping. * Successful outcomes from the adoption program. |
| Other | * Attend to general public queries as required. * On-site First Aid Officer - Level II Qualified. * Keep abreast of changes to relevant legislation. * Keep abreast of general matters pertaining to animal welfare. * Liaise with Foster carers as required. * Assist the Re-homing Manager in updating relevant GAP Policies and Procedures. * Comply with all Greyhound Racing Victoria policies and procedures. * Assistance and communication for the on-going infrastructure development of GAP, including Tender Process and relevant stakeholders. * Attend and assist with GAP promotions as required including Adoption Days. * Undertake any other task/s as directed by the Re-homing Manager. | * Client feedback. * Accurate record keeping and maintenance of visiting groups to GAP. |

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| Key Business Contacts | |
| External | Internal |
| Industry participants | GRV General Manager Animal Welfare |
| Foster Carers | GRV Re-homing Manager |
| Adoptive families | GAP Property and Veterinary Services Manager |
| Volunteers and Corporate Groups | GAP Adoption Manager |
| RSPCA Shelter Managers | GAP Foster Manager |
| Other Adoption and Rescue Organisations | GAP Administration Staff |
| Goods and Services providers | GAP Kennel Attendants |
| Person Specification | |
| Education/Qualifications | |
| Essential | Desirable |
|  | Certification in Animal Husbandry or equivalent |
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| Skills/Knowledge | |
| Essential | Desirable |
| Strong experience in leading and managing staff | Relevant field or significant industry experience is highly desirable |
| Exceptional organisational skills and business acumen, with the highest attention to detail | Kennel Management experience |
| Have the ability to prioritise work commitments and attend to work requirements within a tight time-frame |  |
| Exceptional Animal Husbandry skills |  |
| Strong communication skills including the ability to form effective relationships |  |
| Knowledge of safe working practices and OHS responsibilities |  |
| Problem solving skills |  |
| Attributes | |
| Essential | Desirable |
| Responsiveness | Ability to Multi-task |
| Integrity | Self Motivated |
| Impartiality | Lateral thinker |
| Accountability |  |
| Respect |  |
| Leadership |  |
| Human Rights |  |

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| Employment Conditions |
| * Terms and conditions of employment are per the current GRV ‘Employee Enterprise Agreement’ * The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours and flexible approach to working hours is required. GRV employees are bound by a number of regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the Code of Conduct for Victorian Public Sector Employees. * All employment at GRV is subject to a satisfactory police check prior to commencement * All employees at GRV are required to have the right to work in Australia. * All employees are required to comply with WHS statutory obligations. * GRV is an EEO employer. * A current Victorian Drivers Licence. * A fully maintained vehicle and mobile phone is provided for business and reasonable personal use. |

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