



Greyhound Racing Victoria  
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Australia

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**POSITION DESCRIPTION**

**Position Title: Supervisor Greyhound Welfare Authorised Officers**

**Department: Greyhound Welfare**

**New Position**

**Change to Existing Position**

**Date: 25 NOV 2015**

**Reports to (position): Greyhound Welfare Manager**

**Grade:**

**Positions that report to this position:**

**Greyhound Welfare Authorised Officers**

**Name of present incumbent (if applicable):**

**PRIMARY PURPOSE OF THE POSITION:**

The integrity of the Greyhound Racing product and the welfare of the industry’s number one stakeholder, the greyhound, are significant components of the strategic objectives of GRV. The Greyhound Welfare Authorised Officer plays an active role in both these areas.

An Off-course role, the Supervisor will be responsible for leading our team of Greyhound Welfare Authorised Officers who ensure our industry participants are compliant with the rules of racing and the various Codes of Practice that apply across the industry, as well as providing education and information in regards to best practice.

This position will work closely with both the Greyhound Welfare Manager, the Stewards Department and the Investigations Unit and will co-ordinate and conduct kennel and property inspections across the state ensuring that industry participants involved in all stages of the greyhound’s lifecycle are aware of their responsibilities and meet both GRV and other legislative requirements.

**SCOPE:**

Greyhound Racing Victoria (GRV) is in the business of governing, operating and promoting greyhound racing of the highest integrity to wagering operators nationally and internationally and to Victorian clubs for the enjoyment of members, wagerers and on-course race goers.

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 GRV 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.

As GRV expands registration to properties and participants involved in whelping and rearing of young greyhounds, there is also an expectation that the position holder will lead the way in developing policy and educating industry participants in the provision of a humane life cycle for all GRV registered greyhounds.

**FREEDOM TO ACT/DECISION MAKING:**

- Management of Authorised Officer Panel within company policy and legislative requirements
- Rostering of Authorised Officers
- Authority to approve timesheets

KEY RESULT AREA	ACCOUNTABILITY/ACTIVITY	KEY PERFORMANCE INDICATOR
<i>Area of Focus e.g.</i>	<i>What activities are you responsible for undertaking in order to achieve results (high level)? e.g.</i>	<i>How will you know this has been achieved? e.g.</i>
<i>Property and Inspections</i>	<ul style="list-style-type: none"> <li>• Co-ordinate closely with the GRV Steward's department and Investigations Unit to ensure timely inspections (both random and targeted) of properties involved in all facets of the greyhound's lifecycle</li> <li>• Responsible for ongoing assistance, follow up and facilitation of improvements at properties where standards are not met and provide ongoing monitoring, at all times promoting best practice across the industry.</li> <li>• Respond to reports received in relation to possible animal welfare issues or concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Inspections completed as required</li> <li>• Documentation of all visits recorded and detailed work plans developed for participants that require follow up or where standards are not met</li> </ul>
People Management	<ul style="list-style-type: none"> <li>• Actively participate in management activities, including regular meetings, performance reviews, training and development and recruitment of Authorised Officers.</li> <li>• Actively participate in managing and resolving issues that arise within the GWAO team including conflicts.</li> <li>• Provide leadership and advise to the GWAO team</li> <li>• Development and implementation of training/education programs where required.</li> <li>• Manage the GWAO team roster to ensure business needs are best met</li> </ul>	<ul style="list-style-type: none"> <li>• Effective and efficient management of team</li> </ul>
<i>Strategic Development</i>	<ul style="list-style-type: none"> <li>• Develop formal intervention strategies for poorly performing properties</li> </ul>	<ul style="list-style-type: none"> <li>• Intervention strategies developed</li> </ul>
<i>Stakeholder Management</i>	<ul style="list-style-type: none"> <li>• Liaise with local council authorities and/or the RSPCA as required</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Council/RSPCA</li> </ul>
<i>Policy and Guidelines and Reporting</i>	<ul style="list-style-type: none"> <li>• Develop policy and educational objectives relating to animal welfare across the various industry property types</li> <li>• Report on participants who are non-compliant &amp; work with the Animal Welfare Manager and GRV Stewards and Investigations Department to work towards resolving the issues</li> </ul>	<ul style="list-style-type: none"> <li>• Policy developed against regulations and timeframes</li> </ul>

<i>Inquiries and Appeals</i>	<ul style="list-style-type: none"> <li>Assist the Stewards Department and Investigations Unit in relation to inquiries, appeals and RADB hearings where relevant.</li> </ul>	
<i>Education and Training</i>	<ul style="list-style-type: none"> <li>Provide education and support for participants involved in the care and training of greyhounds to ensure Codes of Practice standards are met and adhered to and the rules of racing are upheld</li> </ul>	<ul style="list-style-type: none"> <li>Education sessions conducted as required</li> </ul>

KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
Industry Participants	Chief Steward & Deputy Chief Steward
Interstate Controlling Bodies	Greyhound Welfare MSO
Local Council Authorities	Racing, Integrity and Welfare General Manager
RSPCA	Investigations Unit
Veterinarians	Full-Time and Part-Time Stewards
Industry Representative Groups	Stewards Administration Officer
General Public/Complainants	Member Services Manager
	Member Services Staff
	Greyhound Welfare Special Projects Manager
	Greyhound Adoption Program Staff
	Greyhound Welfare Authorised Officers

PERSON SPECIFICATION	
EDUCATION/QUALIFICATIONS <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>Nationally accredited Certificate level courses or relevant units in the fields of regulatory compliance, animal care and welfare, conflict management and/or Local Government/Public Service Investigation or enforcement will be highly regarded</li> </ul>

<b>SKILLS/KNOWLEDGE</b> <i>necessary to meet position objectives</i>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• High level of integrity</li> <li>• Working knowledge of compliance and/or regulatory experience.</li> <li>• Demonstrated ability to manage and lead a team</li> <li>• Highly developed communications skills both written and verbal</li> <li>• Strong time, self-management and organization skills</li> <li>• Problem solving skills</li> <li>• Continuous improvement skills</li> <li>• Strong conflict resolution skills</li> <li>• Excellent attention to detail</li> <li>• Well developed computer skills</li> </ul>	<ul style="list-style-type: none"> <li>• A thorough understanding of the rules of greyhound racing, Codes of Practice and the various pieces of legislation relating to domestic animals in the state of Victoria</li> </ul>

<b>ATTRIBUTES</b> <i>required to ensure satisfactory performance and cultural fit</i>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Responsiveness	
Integrity	
Impartiality	
Accountability	
Respect	
Leadership	
Understanding Human Rights	

<b>EMPLOYMENT CONDITIONS</b>
<ul style="list-style-type: none"> <li>• Terms and conditions of employment are per the current GRV 'Employee Enterprise Agreement'</li> <li>• The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. 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.</li> <li>• All employment at GRV is subject to a satisfactory police check.</li> <li>• All employees at GRV are required to have the right to work in Australia.</li> <li>• All employees are required to comply with OHS statutory obligations.</li> <li>• GRV is an EEO employer.</li> <li>• A current Victorian drivers license is required.</li> </ul>

NAME: \_\_\_\_\_

DATE: \_\_\_/\_\_\_/\_\_\_

SIGNATURE: \_\_\_\_\_