



Position Description

Position Title: GAP Administrative Assistant

Effective date: February 2021

Department: Greyhound Welfare and Re-homing (GWAR)

Reports To (Position): GAP Adoption Manager

Function(s) / roles directly reporting to this position: Nil

Name of incumbent (if applicable):

ORGANISATIONAL OVERVIEW

Greyhound Racing Victoria (GRV) is the statutory authority responsible for regulating, conducting and promoting greyhound racing in Victoria, a sport that annually generates around \$400 million in economic activity and over \$3 billion in wagering and directly involves over 15,000 people.

Our vision is “Victorian greyhound racing is a vibrant, entertaining and thriving sport with animal welfare at its heart”. The integrity of the sport and the welfare of greyhounds are both significant components of the strategic objectives of GRV.

PRIMARY PURPOSE OF ROLE (RESPONSIBILITY)

The Greyhound Adoption Program (GAP) is a key component of GRV’s animal welfare strategies, providing retired greyhounds the opportunity to become a valued family pet. GAP provides quality kennel care for greyhounds during their time in the program. The kennel facilities include the primary GRV GAP Seymour site with capacity for 120 dogs.

The primary purpose of this role is to support the GAP Adoption team in all aspects of the greyhound adoptions through attending to adoption enquires, preparing adoption packs, updating greyhound information online, undertaking adoptions, completing adoption paperwork, providing follow up calls post adoption and attending adoption promotions.

FREEDOM TO ACT / DECISION MAKING (ACCOUNTABILITY)

No direct budget accountability.

This role works according to the policies and procedures applicable to GRV employees.

GAP work policies, procedures and guidelines operate under the Victorian Code of Practice for the Management of Dogs and Cats in Shelters and Pounds.

KEY WORKING RELATIONSHIPS

EXTERNAL	INTERNAL
GAP volunteers and foster carers	Re-homing Manager and GAP Adoption Manager
General public and adopting families	Veterinary Services Manager, Volunteer and Foster Care Coordinator and their teams
Greyhound trainers and owners (Participants)	Assessor and Kennel Attendant teams
	GAP contracted Veterinarian and locum staff

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY:	KEY PERFORMANCE INDICATOR
Adoption program	<ul style="list-style-type: none"> • Ensure that all adoption enquiries and applications received are dealt with in a timely manner • Prepare adoption packs • Accept, match and process applications for adoptions • Conduct follow up calls post adoption to adopters • Follow up with trainers once their greyhounds have been rehomed. 	<ul style="list-style-type: none"> • Consistent processes • Accurate data entry and record keeping • Internal and external customer feedback.
GAP promotion	<ul style="list-style-type: none"> • Coordinate and attend various GAP related promotions • Continually seek innovative ways to promote GAP services. 	<ul style="list-style-type: none"> • All GAP online content up to date and accurate.
GAP Administration	<ul style="list-style-type: none"> • Answer GAP telephone and email enquires while ensuring appropriate and timely responses • Assist with GAP physical and electronic filing • Assist with the maintenance of the GAP email database. 	<ul style="list-style-type: none"> • Accurate record keeping and paperwork • Internal and external customer feedback.
Teamwork	<ul style="list-style-type: none"> • Regularly attend and actively contribute to team meetings • Actively contribute to GAP initiatives and events • Undertake any other reasonable tasks as directed by the Adoption Manager and the Re-homing Manager. 	<ul style="list-style-type: none"> • Continuous improvement outcomes • Internal and external customer feedback.
Compliance	<ul style="list-style-type: none"> • Ensure knowledge of relevant policies, procedures, guidelines and work methods is actively maintained • Complete all mandatory and scheduled training as requested. 	<ul style="list-style-type: none"> • GRV and GAP policy, procedures and guidelines compliance • Mandated and scheduled training up to date.
Safety and Wellbeing	<p>As an employee:</p> <ul style="list-style-type: none"> • Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace • Understand responsibilities and accountabilities of yourself and others in accordance with OH&S legislation and GRV policies • Promote an open and active safety management and wellbeing culture • Maintain a safe working environment within your area of responsibility. 	<ul style="list-style-type: none"> • Role model safe work practices at all times • Actively support and promote safety and wellbeing • Incidents, accidents and hazards reported as soon as possible.

PERSON SPECIFICATION
Education, Qualifications / Experience
<ul style="list-style-type: none"> • Cert III in Dog Behaviour or Animal Studies (desirable) • Post-secondary studies in animal care or welfare (desirable) • Victorian driver licence, with the ability to tow a 10 berth trailer.
Skills, Knowledge and Attributes
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Strong customer service focus • Demonstrated ability to take initiative • Ability to effectively work both as part of a small team and alone as required • Attention to detail • Willing to continue to learn and take direction.
<p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • 12+ months office administration experience • Confidence in handling larger breed dogs • Practical experience in an animal shelter or equivalent (desirable) • Demonstrated customer service skills and experience.
<p>Skills:</p> <ul style="list-style-type: none"> • Sound literacy, with the ability to write standard reports • Strong MS office skills – email, Word, Excel • Excellent data entry and records management skills • Demonstrated organisational, time management and prioritisation skills.
Inclusion, Diversity & Belonging Statement
<p>Greyhound Racing Victoria is committed to building a workplace that not only respects but embraces difference and sees diversity as an essential part of our success. GRV is an organisation that is driven by values and strives for a culture of inclusion where all people feel respected, valued, listened to, inspired and that they belong.</p>

Position description accepted by:

NAME: _____ **DATE:** _____

SIGNATURE: _____