



CANDIDATE PACK

ASSISTANT DIRECTOR OF ANIMAL SERVICES



WELCOME

Thank you very much for your interest in becoming our Assistant Director of Animal Services

Founded in 1824, we are proud to be the oldest and largest animal welfare organisation in the world. The RSPCA has been saving animals for almost 200 years, and we are driven by our vision for a world where all animals are respected and treated with kindness and compassion.

We believe that all animals deserve a good life and all of us can and should help to make animals lives better. We were the first to introduce a law to protect animals and continue to strive to ensure that all animals can live free from pain and suffering. Through our campaigns we raise standards of care and awareness of issues affecting animals today, and push for changes in the law to improve the welfare of animals. Animals can rely on us to rescue them when they need us most – to rehabilitate them wherever possible, provide them with the very best veterinary care and to find them new homes, either through rehoming or release.

Our mission is to ensure animals have a good life by rescuing and caring for those in need, by advocating on behalf of all animals and by inspiring everyone to treat them with compassion and respect.

Our new strategy to 2030 is ambitious and demonstrates that the Society is an organisation that continues to adapt, innovate, and collaborate to deliver its mission and vision. Central to this is achieving our eight ambitions and priorities set out in our strategy (<https://www.rspca.org.uk/whatwedo/howwework/mission>)

As our new Assistant Director of Animal Services, you will be part of the Operations Leadership Team and the business owner of the Society's primary transformation programme – The Animal Journey. You will lead all areas of the Society's Animal Establishments to significantly improve animal welfare, effectiveness and efficiency as well as deliver the charitable key aims.

We're looking for an experienced leader in operations delivery. An animal lover, who will be supportive of our mission and purpose and understand the continuing requirements for agility and change in our service delivery to achieve our ambitions for growth. We are open to candidates from outside of the charity and animal welfare sector, who are looking to use their skills to impact on the welfare of the animals that are in our care. Transformation will continue to be at the heart of how we will deliver services which are relevant and make an impact. As a national charity, our services and people are dispersed across the country, and you will be experienced in leading teams and delivering operations across multiple sites. Whatever your background, you will value the role that the RSPCA plays now and recognise its potential for change to achieve greater ambition in the future.

If you believe you have the experience, skills, and qualities we are looking for, we very much look forward to hearing from you.

John Kerlake
Chief Operating Officer



ABOUT THE RSPCA

HOW WE WORK

The RSPCA is the UK's largest animal welfare charity and everything we do is based around our mission, our policies, and our values.

OUR MISSION

Our mission is to ensure animals have a good life by rescuing and caring for those in need, by advocating on behalf of all animals and by inspiring everyone to treat them with compassion and respect.

OUR VISION

Our vision is to one day live in a world where all animals are respected and treated with kindness and compassion. And that is what we work towards every day.

OUR BELIEFS

All animals deserve a good life.
Animal lives are important in themselves.
Animals have emotions, feelings and needs.
Animals enrich and improve our lives.
All of us can and should help to make animals lives better

OUR VALUES

- We are compassionate.
- We are inspirational.
- We are committed.
- We are expert.
- We act with integrity.

You can find out more about the RSPCA by visiting www.rspca.org.uk

ROLE DESCRIPTION

Job title:	Assistant Director of Animal Services
Reports to:	Chief Operating Officer
Direct reports:	Operations Manager (x4), Head of Equine.
Key responsibilities:	Executive Leadership Team, Senior Leadership Group, Operations Leadership Team, Assistant Director Branches and Partnerships, Head of Operations Services, Head of Volunteering

THE PURPOSE OF THE ROLE IS:

- Lead the Animal Journey Transformation programme as the business owner - liaising with the transformation and Project Management Office (PMO) teams.
- Health, Safety and Environment - ensure all establishments comply with required standards.
- Leading continuous change and improvement - working with other senior stakeholders on strategic transformation, ensuring that colleagues are fully engaged with the change journey, whilst continuing to oversee the day-to-day operational activities.
- Operational effectiveness - To be responsible and lead all areas of the Society's Animal Establishments to significantly improve animal welfare, effectiveness, and efficiency, in line with the delivery of the RSPCA Strategy.
- To strategically develop and implement consistent ways of working and new operational best practice across all the Society's Animal Establishments.
- To effectively manage the assigned budget, delivering efficiencies of 5% per annum in line with the Operations Continuous Improvement Programme.
- Branch influence - To create strong relationships with the Branch Affairs Committee and the branch network, positively influencing animal welfare and aligned ways of working. To work collaboratively with Branch establishments, sharing best practice, to deliver consistently high animal welfare standards for mutual benefit.

MAIN RESPONSIBILITIES:

- To provide a pivotal leadership role within the RSPCA and the Operations Directorate, being a key contributor to the work of the Operations Leadership Team.
- To make key recommendations and decisions on strategic planning for The Society, which have positive and significant operational impacts.
- To lead complex change program(s) (Animal Journey), which are cross-functional with numerous stakeholders (internally and externally), ensuring positive and sustainable outcomes, to ensure all needs are understood and to influence strategic direction.
- Supporting the step-change in the Society's adoption of volunteers, significantly increasing numbers across all Field Operations establishments.
- To support the review of the RSPCA's approach to rehoming & fostering; to develop a consistent model across the organisation and explore future developments (e.g., online) and make recommendations to the ELT as part of the budget planning process.
- Continually building effective relationships with colleagues in the wider Society and the Operations team being a role model for collaborative working whilst managing stakeholders to ensure good relations and successful execution of strategic initiatives.
- To lead the implementation of the RSPCA's People and Culture Plan. To develop a People Plan for the Field Operations function which ensures the team is highly engaged, motivated, and developed. To build succession plans for key roles.
- To build a high performing, diverse and inclusive team. Provide indirect oversight and management for all delegated operational functional leads and motivate multiple multi-disciplinary teams, helping them organise and plan their work, ensuring consistent animal welfare.
- To lead a performance culture supported by timely and accurate reporting; using KPIs to effectively support the management of insights-driven performance consistently throughout Operations, in a positive and robust manner.

- To interpret, analyse and manage complex financial information, ensuring rigorous oversight and flexibility within the business plan and budget to take advantage of opportunities as when they arise and be able to switch spend between channels and products to ensure maximum effectiveness.
- To build effective relationships with partners in other animal welfare charities in order to share best practices.
- To be accountable for all Health & Safety matters impacting the RSPCA team and visitors, including the risk register for all RSPCA establishments.

WHILE AT WORK ALL STAFF ARE REQUIRED TO:

- Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.
- Understand and comply with any Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake other such reasonable duties as necessary to meet the needs of the Society.



PERSON SPECIFICATION

In your application for this appointment, please reply directly to the Knowledge and Experience criteria outlined below. The criteria set out under Skills and Leadership Style and Behaviours will be explored at interview with selected candidates.

KNOWLEDGE AND EXPERIENCE

- A good understanding and support for the cause of animal welfare and the importance of the animal journey in the provision of RSPCA mission and purpose.
- Proven successful track record of leading multi-site and diverse teams.
- Proven experience of working at a senior level and ensuring a pivotal role at a Senior Leadership Level.
- Extensive experience of building and managing constructive working relationships with national coverage outside of the charity sector.
- Experience of influencing policy/decision makers at a high level and of representation on high level committees.
- Experience of working at a senior level within a complex corporate environment.
- General knowledge of legislation that impacts on animal welfare.
- Successful experience of leading cross functional projects with tangible results.
- Degree or equivalent relevant qualification.

SKILLS AND ABILITIES

- Influencing & engagement – Ability to influence, motivate and empower others to reach organisational goals. Solid negotiation skills. Will recognise the value of sharing ideas, knowledge and information with others and take personal responsibility for doing so. Works for a win-win outcome when resolving differences.
- Oral and written communication - Speaks clearly, fluently and in a compelling manner to both individuals and groups. Designs and delivers presentations in a clear and concise manner, using appropriate grammar, style, and language for the audience.
- Leadership – To inspire and lead the Field Operations Team. Communicating and engaging with individuals and teams as needed to ensure they have clear direction and know what they must achieve to be successful.
- Considerable proven skills as a leader; inspiring and coaching the team.

STYLES AND BEHAVIOURS

- Commercial & strategic thinking – Commercially aware. Looks for opportunities to add bottom line value, with the ability to detect and manage risk. Demonstrates a holistic view of issues, events, and activities, with a perception of their longer-term impact or wider implications.
- Quality orientation - Takes a lead role in setting goals, standards, and priorities. Follow through to ensure that quality and productivity standards are met.
- Flexibility and resilience - Successfully adapts to changing demands and conditions. Maintains effective work behaviour in the face of setbacks or pressure.
- Personal motivation - Commits self to work hard towards goals. Shows enthusiasm and career commitment with personal energy, enthusiasm, and willingness to learn.
- Corporate Accountability - ability to work in the interest of the organisation as a whole - working closely with colleagues across all functions to get there.

DESIRABLE

- Post-graduate qualification in management.
- Wide contacts base in industry and academia.
- Experience working within a charitable organisation or third sector.

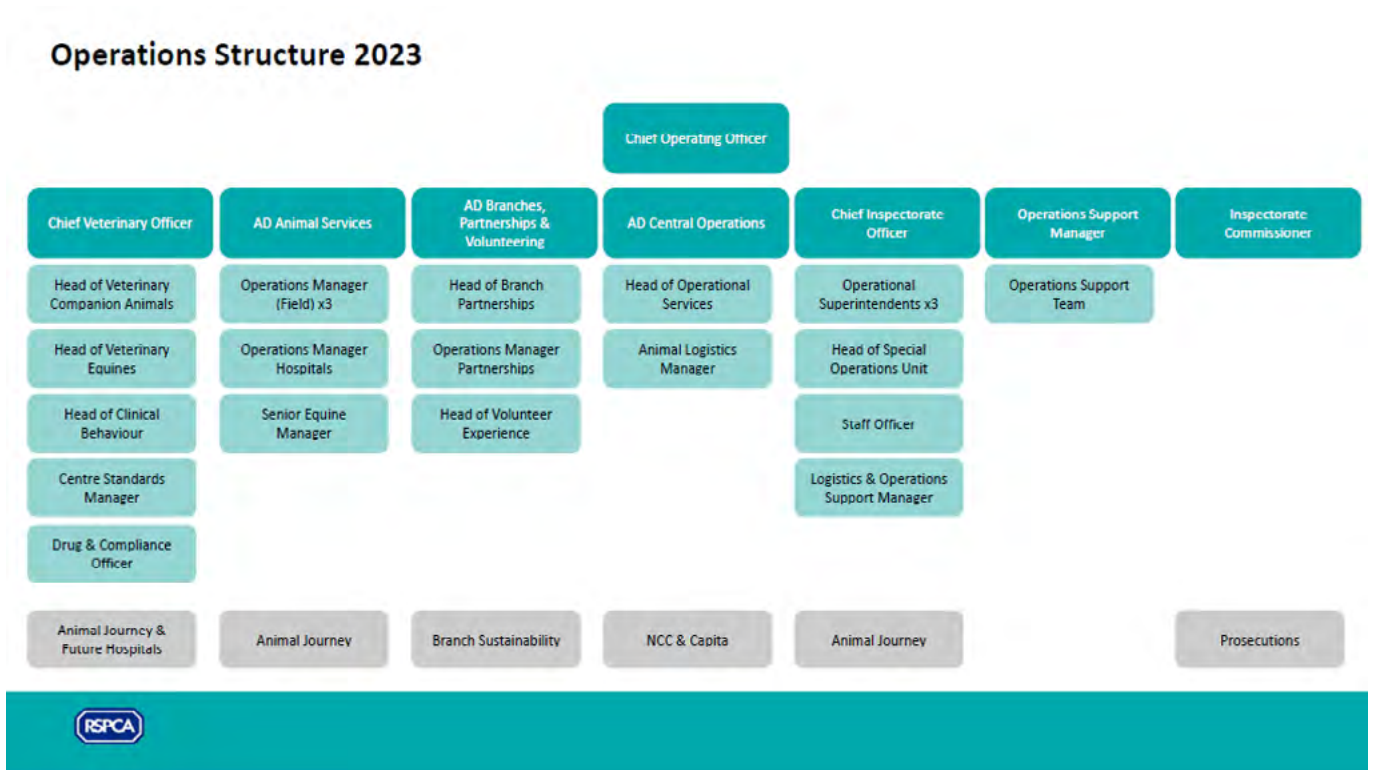
PERSONAL QUALITIES

- An understanding of a commitment to the values of the RSPCA.
- An advocate of collaboration and continuous improvement.
- Tenacious and proactive with credibility and gravitas.
- Ethical professional who operates with integrity.
- Ability to create a sense of community.

DIVERSITY

The RSPCA is committed to being an inclusive employer with a diverse workforce. They encourage applications from people from the widest possible diversity of backgrounds, cultures, and experiences – including disabled and ethnic minority candidates.

They guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.



TERMS OF APPOINTMENT

SALARY

This role attracts a competitive package c£80,000.

LOCATION

This will be contractually home based with travel to the London office in Blackfriars and nationally across England and Wales to field-based RSPCA locations. All travel will be subject to RSPCA expenses policy and in addition there is an annual car allowance of £5007.

PENSION

Contributory pension scheme (employer contribution up to 11%)

ANNUAL LEAVE

25 days annual leave plus bank holidays. This will increase annually, rising to 31 days maximum after six years in service.

CONTRACTED HOURS

35 hours per week.



HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact hilary.clifford@starfishsearch.com and we will be happy to arrange a call.

To make an application, <https://starfishsearch.com/jobs/rspca-ad-ani-serv/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides)
- A supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:	Friday 24th March 2023
Preliminary interviews:	Week commencing 10th and 17th April 2023
Final Panel interviews:	Week commencing 8th May 2023

