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| **Position Title:** | **Support Officer – Inspectorate**  |
| **Position Number:** | A080 |
| **Hours:** | 3 days per week (22:48 hours) |
| **Department:** | Inspectorate |
| **Section(s):** |  |
| **Award:** | Animal Care & Veterinary Services Award/Contract of Employment |
| **Award Level/Salary Range:** | Level 3-4 negotiable |
|  |  |
| **Approval** |  |
| **Signature of CEO:** | *Signed copy on file* |
| **Approval Date:** |  |
| **Date of Effect:** | 5 July 2024 |

# OVERVIEW

The Inspectorate Support Officer will provide essential administrative support to the inspectors. This role will be the first point of contact for enquiries, assist in report writing, handle various administrative tasks, and respond to requests for emergency boarding of animals. The role also offers the potential for the incumbent to train and progress to an Inspector position as experience and competence develop.

# KEY RESPONSIBILITIES

**Administrative Support**

* Manage and organise inspection schedules and appointments.
* Maintain accurate records and databases of inspections and compliance activities.
* Prepare and distribute inspection-related documentation.
* Handle correspondence, emails, and phone calls related to inspection queries.

**First Point of Contact**

* Serve as the initial contact for enquiries from the public, businesses, and other stakeholders.
* Provide information and guidance on inspection processes and requirements.
* Redirect inquiries to appropriate team members when necessary.
* Refer enquiries to outside agencies where appropriate.

**Report Writing**

* Assist in the preparation and drafting of inspection reports.
* Ensure reports are completed accurately and submitted promptly.
* Collaborate with inspectors to gather necessary information for reports.

**Training and Development**

* Participate in training sessions to gain knowledge and skills required for inspection duties.
* Assist experienced inspectors in the field to gain practical experience.
* Demonstrate a willingness to learn and take on additional responsibilities over time.

**Compliance and Quality Assurance**

* Support the implementation of quality assurance processes within the inspection team.
* Assist in reviewing and updating inspection procedures and protocols.
* Ensure compliance with regulatory requirements and internal policies.

**Qualifications and Skills.**

* Year 12 or relevant experience.
* Previous experience in an administrative role, preferably within a regulatory or compliance environment.
* Experience in customer service or public-facing roles.
* Strong organisational and multitasking skills.
* Excellent written and verbal communication skills.
* Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
* Ability to work independently and as part of a team.
* Attention to detail and accuracy in report writing.
* Willingness to learn and develop new skills.
* Maintain an Australian Drivers licence.
* Ability to handle sensitive and confidential information with discretion.
* Strong problem-solving skills and the ability to think critically.

**Conditions of Employment.**

* The hours of the position are 7.6 hours per day; 10 am – 6 pm inclusive of a meal break. Monday – Wednesday.
* Approval for any overtime must be provided by the Chief Inspector or CEO prior to the time being worked.
* Willingness and flexibility to work a weekend day if required.
* Willingness and flexibility to work outside set working hours on occasion.
* Detailed conditions of employment are set out in the occupant’s letter of engagement, the award, and any other document referred to in relevant industrial relations laws.
* Adherence and compliance with the RSPCA ACT Code of Professional Conduct.
* Adherence and compliance with all RSPCA ACT policies and procedures as amended from time to time.
* Travel within Australia may be needed from time to time.

**Organisational Relationships.**

* The incumbent reports directly to the Chief Inspector.
* The position works closely with the Inspectorate team and other section of the RSPCA ACT.

# Delegations.

Nil financial

Working Environment and RSPCA ACT Expectations

* There is a possibility of exposure to:
	+ infectious organisms
	+ animal waste
	+ allergens
	+ chemical materials requiring OHS Material Safety Data Sheets
	+ hostile persons
	+ vicious animals.
* You will be expected to maintain a neat and well-groomed uniform and personal appearance.
* You will be required to attend staff training sessions and staff meetings.
* You must demonstrate a commitment to maintaining a safe and healthy site environment for staff, clients, and visitors.
* You will be expected to implement and promote the policies and positions of RSPCA.
* You will need to be physically able to lift to 20 kg.
* You will maintain a valid Australian Drivers licence.

**Application Process**

* Interested candidates should submit a pitch for the position of no more than 1 page, a resume, and a cover letter detailing their relevant experience and qualifications.

# DOCUMENT CONTROL

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| --- | --- |
| **Version Number:** | 1.0 |
| **Future Review Date:** | As required |

# History

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| --- | --- | --- |
| **Date** | **Title** | **Notes** |
| 23.1.24 | Support Position  |  |
| 08.07.27 | Support Officer | Review of duties |