



## Role Profile

The Role			
Role Title:	Inspectorate Logistics and Operations Support Assistant	Reporting to (job):	Inspectorate Logistics and Operations Support Manager
Legacy job titles covered by this role profile:	n/a new role	Jobs that typically report into this role:	0
Function / Org Unit	Inspectorate	Job Number:	BS1
Base and travel	Home based with occasional travel as required	Band ( <i>to be assigned by Reward</i> )	A
Role Dimensions			
Number of direct reports	0	Manager/Individual Contributor:	Individual contributor
Number of dotted line reports	0	Budget (Operating/Capital)	TBC (hotels, uniform, overtime to be considered)
Total No of Reporting Staff (include all direct and indirect reports)	0	Decision Making Authority & Responsibility for Resources	Actively encouraged to discuss day to day problems with stakeholders. Authority to make roster changes and key operational decisions as per the Society's policy Authority to decide on best options for overnight accommodation based on suitability/value for money/overall cost. Will have access and use of department credit card
Working Environment	35 hours per week - Home based with limited travel		

<b>Role Purpose</b>	<p>This role is to provide logistical, operational and administrative support to the overall Inspectorate.</p> <p>This is one of a number of roles, which are likely to be home based, sitting within the new Inspectorate logistical and operations support team.</p>
<b>Principal Accountabilities</b>	<p>To undertake the central management of Inspectorate rosters and logistics</p> <p>To collate and distribute meaningful MI packages to Inspectorate managers</p> <p>To be responsible for the administration of Inspectorate support tasks including but not limited to Annual Leave requests/authorisation, scheduling of training etc</p> <p>Research and book all overnight accommodation required by Inspectorate staff in line with the Society policy</p> <p>Providing monthly breakdown of accommodation costs to line manager</p> <p>Provide support to the Assistant to the CIO with Inspectorate uniform ordering</p> <p>Raising purchase requisitions through Sage</p> <p>Collate Inspectorate award nominations. Arrange the production and distribution of award certificates, medals and citations</p> <p>To collate and manage the live operational field staff status document</p> <p>In addition you may be required to undertake other such, reasonable, duties as necessary to meet the needs of the Society</p>
<b>Key Interfaces</b>	<b>All Inspectorate staff, Deputy Chief Inspectorate Officer, NCC, finance team members, HR, L&amp;D, H&amp;S</b>

## The Person

### Personal Attributes and Key Competencies

High level of analytical and problem solving capability

Excellent attention to detail

High level organisational skills

Proactive and with can-do attitude

Clear readiness to make decisions

Ability to organise and prioritise own workload to a very high standard

Ability to build and maintain open and collaborative relationships whilst considering the impact that actions and decisions have on others.

Flexible approach to new projects and challenges

Polite and professional manner with highly developed interpersonal skills

Ability to multitask

Strong communication skills both verbal and written

Seeks better ways of doing things, to improve on status quo and has a willingness to deal with difficult situations that affect output, whatever the organisational level of the role.

Ability to influence others in order to reach organisational goals.

Recognises the value of sharing ideas, knowledge and information with others and takes personal responsibility for doing so.

<b>Essential Key Skills, Qualifications &amp; Experience</b>	<p>Proven ability to handle complex and sensitive situations both verbally and in writing</p> <p>Excellent prioritisation, planning and organisational skills</p> <p>Use of Microsoft Office and/or other information systems</p> <p>Ability to apply problem solving skills to investigate and resolve issues both within the Society and externally</p> <p>Experience in a busy, fast paced working environment</p> <p>Ability to work well in a team and on your own initiative</p> <p>Excellent interpersonal skills with the ability to communicate well with a broad range of people</p> <p>Strong time management skills</p> <p>Ability to follow policy and apply it to real life situations</p> <p>A flexible approach to work</p> <p>An ability to remain calm under pressure and the resilience to cope with the pressures of the role</p>
<b>Desirable Key Skills Qualification &amp; Experience</b>	<p>Further education in business administration/management</p> <p>Knowledge of Inspectorate rosters and role</p> <p>Experience of analysing performance data, its interpretation and reporting</p> <p>Knowledge of Animal Welfare issues</p> <p>Use of Google information systems</p> <p>Experience of working in a not-for-profit organisation</p>

<b>Personal commitment to:</b>	<ul style="list-style-type: none"> <li>• Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</li> <li>• Take care of their own health and safety and that of others who may be affected by their acts and omissions.</li> <li>• Uphold the RSPCA's core values</li> <li>• Cooperate with Society policies and procedures</li> <li>• Understand and comply with any Society Code of Conduct.</li> </ul>
<b>RSPCA Core Values</b>	<p><b>We are compassionate:</b> we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p><b>We are inspirational:</b> we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p><b>We are committed:</b> we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p><b>We are expert:</b> we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p><b>We act with integrity:</b> we are honest and trustworthy, we act with integrity, we do what's right.</p>

Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by:	Role:	Date:
Approved by (operations):	Role:	Date:
Approved by (HR):	Role:	Date:
Date Job last evaluated:		

