



Role Profile

The Role			
Role Title:	Inspectorate Support Assistant	Reporting to (job):	Chief Inspector - Inspectorate
Legacy job titles covered by this role profile:	N/A	Jobs that typically report into this role:	N/A
Function / Org Unit	Inspectorate	Job Number:(<i>to be assigned by Reward</i>)	
Base and travel	Home based	Band (<i>to be assigned by Reward</i>)	Band A
Role Dimensions			
Number of direct reports	N/A	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	N/A	Budget (Operating/Capital)	No direct budget responsibility
Total No of Reporting Staff (include all direct and indirect reports)	N/A	Decision Making Authority & Responsibility for Resources	The scenarios that the post holder will encounter will require working to a script but being able to think around and analyse and evaluate the situation fully and establish the right solution.
Working Environment	DSE User		

Role Purpose	<p>To support the workload of the inspectorate over the busy summer months by reducing the amount of Phone Call Work Orders that are tasked to the field.</p> <p>Attempt to resolve incidents without the need of an inspectorate visit, saving time to ensure officers are dealing with only those incidents that need a site visit.</p>
Principal Accountabilities	<ul style="list-style-type: none"> • Work through a list of work or appointments allocated by a supervisor. • Review incident details on an RSPCA system to ascertain what phone call action is required in order to progress an incident • Contact callers to obtain updated information or to clarify current position • Close down and reference any duplicate incidents • Identify potential reference to 3rd parties when they can deal • Manage public expectations (caller, POI or 3rd party etc) • Arrange visits, including joint partnership visits • Liaise with other professional agencies (vets, police, solicitors, house authorities etc) as part of the role to support jobs being progressed. • Understand the priority system used by the RSPCA to ensure that jobs are dealt with in accordance with required timescales. • Coordinate the allocation of cat traps which are used by the inspectorate or third party as part of their role • Check with facilities identified with housing animals as to whether they have any available space • Ensure completion notes are captured fully so onward work order creation can be completed in a timely manner • Able to utilise systems such as google chat so that can work with colleagues to share best practice and to escalate issues as appropriate. • Contact witnesses to ascertain if statements are required (if appropriate)
Key Interfaces	<p>Communicating with various departments internally within the Society - i.e. gaining the answers to questions, passing relevant documents received, problem solving issues</p> <p>Dealing with enquiries via telephone, email, external messaging system and written correspondence with tact and diplomacy whilst delivering excellent customer service.</p>
The Person	

Personal Attributes and Key Competencies	<ol style="list-style-type: none"> 1. Specialist knowledge - Knowledge of telephone customer services or call centre environment 2. Commercial & strategic thinking – understand importance of work to support the inspectorate 3. Planning, action orientation & results driven – to meet the priority categories within the scheduling system 4. Quality orientation - Understand and highlight where necessary any quality issues which need to be addressed 5. Influencing & engagement – Influencing and negotiation skills will be used 6. Oral and written communication - good verbal communication 7. Flexibility and resilience - Able to reprioritise as and when required, understand and explain to others why this is necessary, 8. Personal motivation - Be organised and self motivated
Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> • GCSE's or equivalent including English • Strong problem solving and analytical skills • Confident communicator with a strong influencing style. • Openness to learn and improve • A team builder with a passion for excellent delivery. • Comfortable with ambiguity and able to operate effectively within a constantly changing environment. • Is able to work in a pressurised environment • employing reason-driven decision-making. • Good problem solving skills
Desirable Key Skills Qualification & Experience	<p>Telephone customer service experience desirable</p>
Personal commitment to:	<p>Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</p> <p>Take care of their own health and safety and that of others who may be affected by their acts and omissions.</p> <p>Uphold the RSPCA's core values</p> <p>Cooperate with Society policies and procedures</p> <p>Understand and comply with any Society Code of Conduct.</p>

RSPCA Core Values	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p>We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p>We are inspirational: 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>We are committed: 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>We are expert: 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>We act with integrity: 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: Karen Colman	Role: Supt Role:	Date: April 2022
Approved by (operations):		Date:
Approved by (HR): Joanne Jones	Role: HR Business Partner	Date: April 2022
Date Job last evaluated: April 2022		

