



## Role Profile

The Role			
Role Title:	Animal Logistics Coordinator	Reporting to (job):	Animal Logistics Manager
Legacy job titles covered by this role profile:	Networker - Networking Operations Support Administrator - Networking	Jobs that typically report into this role:	Animal Logistics Volunteer Drivers
Function / Org Unit	Field Operations (Branch and Partnerships)	Job Number:	
Base and travel	Home based with occasional regional travel	Band ( <i>to be assigned by Reward</i> )	A
Role Dimensions			
Number of direct reports	None	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	Volunteer Drivers TBC	Budget (Operating/Capital)	None
Total No of Reporting Staff (include all direct and indirect reports)	Volunteer Drivers TBC	Decision Making Authority & Responsibility for Resources	Any functional or process decisions to be referred to Line Manager. Actively encouraged to discuss day to day problems with stakeholders.
Working Environment	35 hrs per week, with flexible or extended hours when required.		

<b>Role Purpose</b>	<p>To co-ordinate and prioritise the movement of all the Inspectorate-generated animals in the RSPCA's care into a national centre/branch or partner that is most appropriate for their needs. Ensuring better animal welfare and limiting the utilisation of PBEs.</p> <p>To co-ordinate and prioritise the movement of all animals from the Society's hospitals and associated private vets into the most appropriate establishment for their needs.</p> <p>To coordinate and have oversight of the Society's Fostering Programme and arranging the movement of all animals (CASE and Non CASE) to a registered fosterer.</p> <p>To be the main point of contact for the PBEs, Regional Animal Centres, Branch Animal Centres and Inspectorate for issues relating to Animal Logistics.</p> <p>When required, book vet appointments and arrange the transport. Arrange the transfer of carcasses for post mortem and arrange for collection/storage of carcasses after post mortem.</p> <p>To support the Inspectorate with the transportation of animals during multi-animal operations and the transportation of animals to veterinary appointments and networking longstay animals or animals with behavioural needs.</p> <p>To support the Home for Life animal intake process</p>
<b>Principal Accountabilities</b>	<p>Maintaining accurate information on AWD and spreadsheets, producing statistical data regarding animals on AWD for management when required.</p> <p>Responsible for management of accurate record-entry including data entry, statistical reporting of the program including but not limited to number and type of animals enrolled into the program, number of foster homes and reasons for animals in care</p> <p>Develop a strong working relationship with the Inspectorate to enable effective and efficient movement of all animals included in the Animal Journey.</p> <p>Coordination of the Society's foster volunteers.</p>

Decision making around Animal Centre intake by prioritising animals on the waiting list as well as taking into account daily emergencies that come through via the Inspectorate, as well as logistical considerations.

Logistically assigning jobs to the Animal Logistics drivers (paid and/or volunteers) ensuring they are economical and well planned.

Coordinating movement of animals by contacting Animal Logistics Drivers, PBEs, Regional Animal Centres, Branch Animal Centres and partners to ensure everyone has the relevant information before the animal arrives.

Liaise with stakeholders (Inspectors, Chief Inspectors and Superintendents, Special Operation Unit) about cases.

Liaise and forward plan with stakeholders prior to warrant executions, whilst keeping the information strictly confidential.

Liaise with PBEs and Inspectors about the welfare of RSPCA animals in their care, to accurately prioritise which animals are moved.

Communicating with Branches about long stay animals/hard to rehome animals that need to be moved.

Highlight animal welfare issues of animals in PBE and bring these issues to the attention of the inspectorate as well as the PBE management whilst maintaining a positive working relationship with them.

Alerting the inspectorate and/or PBEs about paperwork compliance issues flagged by Animal Centres or Branches upon intake of the animal. Initially by direct contact from ourselves and if needed escalating to management.

All employees have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Employees must co-operate with employers and co-workers to help everyone meet their legal requirements.

Everyone in the RSPCA community - staff, volunteers, trustees - will deliver good customer service to each other and to supporters, members and users of our services.

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

<b>Key Interfaces</b>	Animal Logistics Manager Animal Logistics Drivers Inspectorate Animal Centre Staff Branch Staff Private Boarding Establishments Partner Organisations Animal Care Standards (ACS) Operations Managers Field and Branches Operations Support Administrators Branch Partnership Managers
<b>The Person</b>	
<b>Personal Attributes and Key Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Specialist knowledge</b> - Understanding of the animal journey and animal welfare.</li> <li>• <b>Commercial thinking</b> – Commercially aware.</li> <li>• <b>Planning, action orientation &amp; results driven</b> – In partnership with Line Manager organises and prioritises work, with a clear readiness to make decisions, take the initiative and focus on delivery. Seeking better ways of doing things, looking to improve on status quo and willingness to deal with difficult situations that affect output, whatever the organisational level of the role.</li> <li>• <b>Quality orientation</b> - Ensures that quality and productivity standards are met.</li> <li>• <b>Influencing &amp; engagement</b> – Ability to influence and motivate others in order 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.</li> <li>• <b>Oral and written communication</b> - Speaks clearly, fluently and in a compelling manner to both individuals and groups.</li> <li>• <b>Flexibility and resilience</b> - Successfully adapts to changing demands and conditions. Maintains effective work behaviour in the face of setbacks or pressure</li> <li>• <b>Personal motivation</b> - Commits self to work hard towards goals. Shows enthusiasm and career commitment with personal energy, enthusiasm and willingness to learn</li> <li>• <b>Corporate Accountability</b> - Ability to work in the interest of the organisation as a whole - working closely with colleagues across all functions to get there.</li> </ul>
<b>Essential Key Skills, Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• At least 1 years previous logistical experience</li> <li>• At least 1 years previous customer service experience</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience working in a fast paced working environment.</li> <li>• Proven experience working in an office environment.</li> <li>• Experience of complaint resolution.</li> <li>• Proven ability to handle complex and sensitive situations both by telephone and in writing.</li> <li>• Excellent prioritisation, planning and organisational skills, ideally with logistics.</li> <li>• Ability to work well in a team and on your own initiative.</li> <li>• Excellent interpersonal skills with the ability to communicate well with a broad range of people.</li> <li>• Ability to apply problem solving skills to investigate and resolve issues either within the Society or externally.</li> <li>• Strong time management skills.</li> <li>• A flexible approach to work</li> <li>• The ability to remain calm under pressure</li> </ul>
<b>Desirable Key Skills Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience working with or managing volunteers</li> <li>• Experience of working in an administration role in a busy ever changing office environment.</li> <li>• Logistics experience</li> <li>• Customer service experience</li> <li>• Knowledge of animal welfare issues or animal care.</li> <li>• Use of Google information systems.</li> <li>• Emotional resilience to a high pressured workload and distressing cases.</li> </ul>

<b>Creation and Authorisation</b>		
<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>		
<b>Profile written by:</b>	<b>Role:</b>	<b>Date:</b>
		01/07/20
<b>Approved by (operations): John Kerslake</b>	<b>Role: DFO</b>	<b>Date:</b>
		01/07/20
<b>Approved by (HR):</b> Becky Watton	<b>Role:</b> HRBP	<b>Date:</b>
		01/07/20

**Date Job last evaluated:** 01/07/2020