

Position Description

POSITION DETAILS	
Position Title	Business Manager
Position Classification	Band 3
Department & Business Unit	Operations, Animal Health
Manager	Chief Veterinarian
Organisational Context	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
Position Purpose	The Business Manager is responsible for the effective management of RSPCA Victoria veterinary clinic site operations, to ensure the provision of high-quality veterinary care, and contributing to the achievement of the best possible welfare outcome for every animal in our care.

POSITION RESPONSIBILITIES

- Manage, lead, train and develop a team of staff and volunteers to the highest levels of performance, engagement and job satisfaction;
- Oversee the overall effective and efficient running of day-to-day operations of the RSPCA Victoria Clinic site, including setting rosters for vets and vet nurses and overseeing auditing of invoices to ensure charges are correct and accurately reflect procedures performed;
- Observe, document and report health and behaviour concerns of animals in the care of the clinic;
- Provide a high level of service to internal and external customers, as well as education, support and guidance to members of the public to influence positive animal welfare outcomes and promote the services of the organisation;
- Ensure all necessary documentation relating to customer interactions and the management of animals within the veterinary clinic are recorded accurately in accordance with RSPCA Victoria procedures and required timeframes;
- Actively contribute to and champion the implementation of continuous improvement initiatives, including the development and review of standard operating procedures and policies;
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with peers across all departments, and consistently behaving in accordance with the RSPCA Victoria values and associated policies;
- Takes reasonable care for the safety of oneself and others, whilst contributing to safe work practices at RSPCA Victoria by knowing and complying with all WH&S policies and procedures;



POSITION CAPABILITIES		
Capability	Level	Description
People Leadership	Active Contribution	Supports and coaches their team and actively contributes to the achievement of team goals.
Activity & Results Focus	Quality, Safety & Detail	Works in an organised and efficient way to achieve aims and provides feedback on safety and process improvements. Problem solves issues with team members in a collaborative way.
Knowledge & Communication	Listens & Shares	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	Respectful & Cooperative	Maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	Resilience, Wellbeing & Growth	Consistently acts in accordance with RSPCA Victoria's values; Maintains personal wellbeing and resilience; self-aware, open to feedback, displays a willingness to grow and change.
Technical	Animal Handling and Behaviour	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry including interpreting and conducting behaviour assessments (where appropriate) to contribute to the best possible welfare outcomes for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including disease recognition and adhering to the required standard operating procedures to ensure infection and disease control.
	Shelter Operations	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements. Focuses on pathway planning for animals to reduce length of stay.

POSITION REQUIREMENTS	
Required	<ul style="list-style-type: none"> • Experience managing the day-to-day operations of a veterinary clinic; • Previous experience in a veterinary nurse role including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling; • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion; • Demonstrated experience working collaboratively in a team environment;
Desirable	<ul style="list-style-type: none"> • A Certificate IV in Vet Nursing (or equivalent).
Recruitment Requirements	<ul style="list-style-type: none"> • Position requires a current and valid driver's license. • Current tetanus vaccination.

