



RSPCA: Director of Field Operations

Job Description

Overall Job Purpose

- As a key member of the RSPCA's Executive Leadership Team (ELT), take responsibility for planning, developing and implementing the Field Operations Strategy. The Directorate supports 153 branches, 17 national animal centres, 4 wildlife centres, 4 hospitals, 3 specialist equine centres and 3 mobile clinics. The directorate has approximately 500 FTE and a budget of circa £25m
- Provide inspirational leadership to the Field teams (including the Inspectorate, Animal Centres and Hospitals), fostering cohesion, innovation, shared purpose and engagement and establishing strategic objectives and KPIs for the teams in consultation with key stakeholders
- Provide expert advice to the Chief Executive, ELT and Trustees on all aspects of field operations, to contribute constructively to the development of the Society's strategic plan, direction and decision-making and proactively work towards the achievement of shared organisational vision and goals
- Create the conditions for the directorate to effectively deliver best-in-class services, through clear direction, appropriate delegation and systematic feedback on performance
- Originate policies and processes which foster our desired culture, and are aligned with broader organisational strategy, statutory requirements and best practice



Key responsibilities

- Develop a progressive field operations strategy closely aligned with our values, so we become an employer of choice where everyone feels valued and has opportunities for progression. Translate that strategy into robust, deliverable and sustainable plans covering all aspects of the field division's work
- Lead, direct and guide the overall performance of Field Operations, exemplifying a continuous improvement approach in the efficiency and effectiveness of our field operations, collaborating with others to eradicate duplication and ensure resources are redistributed to achieve organisation goals
- To integrate the work of the Inspectorate, branches, animal centres and veterinary department so that Inspectors, Animal Welfare Officers and Animal Collection Officers are able to remove animals from risks of suffering or cruelty and to deal with complaints of cruelty in a timely way
- Actively support and contribute to the developing change agenda of the Society, identifying and championing opportunities for constructive change. Develop, advise on and gain widespread commitment to improvements and new initiatives involving employees and volunteers, ensuring these are planned and managed effectively and to agreed timescales
- Take the lead within the Directors' team on issues, and provide a long-term view, relating to the Field teams including ensuring meaningful management information is provided to the Field Operations Committee to inform decision making and planning, using data dynamically to improve organisational performance
- Champion an organisation-wide performance culture which motivates and empowers colleagues to exceed expectations
- Lead an efficient and effective Field Operations function. In partnership with People and Culture colleagues, ensure exceptional delivery of recruitment, induction and retention that attracts diverse and high-quality candidates to join and flourish at the RSPCA, allowing us to deliver on our strategic objectives and enhance our reputation as a progressive, values-based employer
- Develop risk management strategies and internal control procedures to minimise the risk of loss of, or damage to, the Society's reputation, assets and animal welfare, including where appropriate, tools of euthanasia
- Act as a visible, inspiring role model who exemplifies the culture, behaviours and values of the Society and willingly undertake such other reasonable duties as necessary to meet its needs



All staff are required to:

- Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals
- Understand and comply with any Society Code of Conduct
- Take care of their own health and safety and that of others who may be affected by their acts and omissions
- Co-operate with Society policies and procedures



Person Specification

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	<ul style="list-style-type: none">• Educated to degree level or equivalent• Management and leadership qualification or equivalent	
EXPERIENCE	<ul style="list-style-type: none">• A proven track record of strategic leadership and management in a large, complex, multi-disciplinary, multi sited organisation• Experience or demonstrable understanding of service delivery through a branch network• A proven track record of challenge, driving and embedding change at all levels; successfully leading, managing and improving performance of multi-disciplinary teams; and making key contributions to business-critical outcomes• Knowledge of staff rostering and establishment optimisation• Voluntary sector knowledge and/or experience; experience of working with trustees, volunteers or non-executives• Knowledge of and empathy with the aims and objects of the Society• An understanding of the obligations associated with a charity and regulatory environment applicable to the RSPCA	



<p>SKILLS AND COMPETENCIES</p>	<ul style="list-style-type: none"> • Exceptional verbal and written communication skills, with the ability to engage effectively and professionally at all levels. Skilled negotiator, able to present a persuasive argument • Ability to manage competing priorities, work to deadlines and adapt to changing conditions; able to be hands on when needed • Strong business and strategic awareness; develops and models a culture of horizon scanning throughout the organisation • Ability to make critical business decisions, while always maintaining a collegiate and partnering approach • Ability to think objectively and strategically, analysing risk and exploring the full range of options when considering the best way to implement change 	
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> • Able to manage across and beyond areas of functional responsibility, and to play a full collaborative part in the senior leadership team • Intellectually curious; ready to listen to new ideas or arguments, consider new evidence • Works with others in collaborative and solution-focused manner • Enthused by innovation, able to engage and inspire colleagues in developing a strong co-created, people-orientated organisational culture • Ethically driven and committed to inclusion • A strong system-level advocate of continuous improvement • Resilient, tenacious and proactive, with integrity, credibility and gravitas 	
<p>SPECIAL CIRCUMSTANCES</p>	<ul style="list-style-type: none"> • Ability to undertake occasional travel and overnight stays • Empathy with the charitable objectives of the RSPCA • Comfortable around dogs • A clear understanding of the Society's core business and animal welfare issues 	