Animal Attendant Team Leader - Beau's Pet Hotel

Position Level	Team Leader	**Department**	Beau's Pet Hotel
Location	Adelaide	**Direct/Indirect Reports**	Animal Attendants
Reports to	Operations Supervisor, Beau's Pet Hotel		

■ Position Level Descriptor

A Team Leader is a frontline supervisor who has a team reporting to them. They monitor team performance on a day-to-day basis and allocate workload to deliver KPI's. They report directly to a manager on individual and team performance, expectations and requirements and also provide support and coaching to the team. An individual at the Team Leader level typically reports to a Manager or Supervisor.

■ Position Summary

The role of Animal Attendant Team Leader is to supervise and work in a team who provide exceptional care to all animals attending Beau's Pet Hotel. The Animal Attendant Team Leader will work closely with other members of the Beau's Pet Hotel team to ensure the standards of care expected are maintained for every animal in boarding, doggy daycare, training and grooming services.

■ Position Responsibilities

Key Responsibilities

- Supervising Senior Animal Attendants, Animal Attendants and volunteers through effective induction, clear work functions, task assignment and performance monitoring.
- Ensuring a high level of animal care, professionalism and customer service is maintained at all times.
- Exhibiting confident, patient, positive and interactive people and animal leadership and leading by example.
- Completing rostering tasks and staff time sheets in conjunction with the Operations Supervisor.
- Supervising and administering medications to pets as required.
- Ensuring the efficient removal and management of waste products and sanitation of waste areas.
- Managing and providing routine mental & physical enrichment activities and specialised care to all pet guests.

- Maintaining and reporting to the Operations Supervisor on stock levels and resource requirements.
- Performing Senior Animal Attendant and Animal Attendant duties as required.
- Providing exceptional customer service to clients during drop off and pick up of their pets.
- Educating clients about add-ons appropriate to their pet during drop off.
- Ensuring identification collars are provided to all pet guests entering the facility.
- Using positive reinforcement methods in interacting, moving and restraint of pets.
- Providing safe movement of pets in and around the facility.
- Supervising and managing dogs and cats in individual and group environments.
- Monitoring pets mental and physical health and wellbeing and immediately managing any adverse situations, ensuring to advise the Operations Supervisor and General Manager Beau's Pet Hotel when concerns arise.
- Completing and reporting on WH&S incidents and near misses.
- Ensuring concise and efficient updating of pet records in the pet management system.
- Adhering to Guide Dogs / Beau's strict Privacy Policy.
- Providing excellent customer service to internal and external stakeholders ensuring client expectations are not only met but exceeded.
- Providing communication and support to your team members and train and assist in their duties, where required.
- Training and upskilling Senior Animal Attendants and Animal Attendants in all required procedures and processes.
- Assisting Operations Supervisor in staff performance management and reviews.
- Performing basic First Aid to animals where required.
- Managing staff working with and animals in isolation.
- Undertaking opening or closing procedures.
- Preparing accurate reports and submit other information as requested by the General Manager Beau's Pet Hotel within specified timeframes.
- Managing photo taking by staff for social media/marketing/advertising.
- Continually working to improve operational processes.
- Undertake any other relevant related tasks, as required.

WHS

As a management representative of Guide Dogs SA/NT, you shall take reasonable steps to:

- Develop and implement systems to support GDSA/NT's health and safety management requirements;
- Allocate adequate resources to meet the requirements of the health and safety management system (including all applicable statutory requirements);
- Integrate of the requirements of the health and safety management system into the planning, coordination and execution of work;
- Review, approve / decline risk assessment outcomes as required;
- Verify / participate in hazard, near miss and incident reporting and investigation processes, and;
- Demonstrate visible leadership in fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Proven ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg. Follow WH&S policies in correct lifting techniques and use assistance where required.
- Ability to apply sound computer skills as you will be trained to use our pet management system.
- Sound animal welfare ethics and emotional maturity.
- Excellent verbal, written and time management skills.
- Demonstrated experience working with animals in a pet boarding facility with proven knowledge of kennel/cattery operations.
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour.
- Excellent knowledge and management skills for common pet medical conditions.
- Ability to work with animals that may display unpredictable or adverse behavioural traits.
- Ability to strictly follow policies and procedures regarding WH&S, zoonotic diseases, controlled drugs, chemical use and body waste products.
- Ability to strictly follow animal handling procedures as failure to do so may result in scratches, bites, lacerations and/or other injuries.

General Competencies

- Abide by Beau's policies and procedures and animal welfare standards.
- Demonstrated experience in leading a successful team.
- Demonstrated ability to work unsupervised and as part of a team.
- Highly reliable, organised, self-motivated, enthusiastic and mature minded.
- Excellent customer service, communication and problem solving skills.
- A willingness to work across different areas of the business as required.
- Ability to prioritise and manage conflicting priorities.
- Commitment to follow Beau's strategic plans and company values.
- Ability to be flexible in working arrangements and hours and be able to work weekend or holiday shifts.
- Knowledge of Code of Practice for the Operation of Boarding Establishments.

Qualifications/Licences

- Relevant tertiary qualifications, in Veterinary Nursing or a related discipline (or currently completing) strongly preferred.
- Extensive experience as a Veterinary Nurse and / or supervisory role is advantageous.
- Formal dog training qualifications are desirable.
- Experience in a dog daycare facility is desirable.
- Human First Aid Certificate
- Exposure to hair, dust, noises and odours and must be free from animal related allergies.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____ _____ / /

Signature Print Name

Approved by Manager

_____ / /

Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement I Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration I Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity I Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun I Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation I Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.