

POSITION DESCRIPTION

Head of Operations and Incident Management

Position Title	Head of Operations and Incident Management
Type	Ongoing
Fraction	Full-time
Days, hours	Monday to Friday with flexibility in hours
Location	Abbotsford Convent, Abbotsford
Reporting to	CEO
Direct Reports	2 – 4 direct reports

Role and Responsibilities

The Head of Operations and Incident Management at Wildlife Victoria is the key executive accountable for leading Wildlife Victoria's phone based Emergency Response Service (ERS) and engagement and coordination into the sector for wildlife emergencies.

The Head of Operations and Incident Management will lead the Wildlife Victoria Emergency Response Service and team of Emergency Response Operators, operating 7 days a week, 365 days a year, taking calls from the general public, volunteers and other agencies reporting sick, injured and orphaned wildlife and managing response. This role is an integral member of the Wildlife Victoria leadership team reporting to the CEO and is the interface on operational matters into other government and non government organisations including the Department of Environment, Land, Water and Planning ("DELWP"), Parks Victoria, Zoos Victoria and others.

Key responsibilities:

- Lead and transform the Wildlife Victoria Emergency Response Service call centre, including embedding continuous improvement, to emergency management call centre best practice and beyond
- Establish a set of leading and operational metrics and measure, monitor and report on performance. Take corrective action as needed to improve performance.
- Achieve a demonstrable improvement in wildlife welfare outcomes
- Embed and develop all functions pertaining to the operation of the Emergency Response Service including and not limited to: capacity management, people leadership, performance management, key performance indicator setting and measurement, reporting, incident management and business continuity management.
- Create and implement an organisation wide incident management framework and liaise and engage with the Wildlife Victoria leadership team for organisation wide coordination and alignment
- Develop and implement a strategic plan for the Emergency Response Service and identify opportunities for capacity building and partnerships to improve outcomes
- Identify and mentor talent and provide support and guidance to staff. Create and foster a positive and proactive and supportive workplace culture

- Strengthen and deepen existing relationships and develop new and mutually beneficial operational partnerships
- Escalation point for all operational matters including the establishment and implementation of a complaints handling framework and process
- Identify opportunities for digitisation of processes and implement change

The Head of Operations and Incident Management will transform Wildlife Victoria's activities end to end across the scope of the role to ensure a sustainable, professional and effective service ongoing.

Where the successful applicant does not have experience in wildlife rescue, an induction period of training and in field rescue activity and observation will form part of the duties of the role.

Selection Criteria

Essential:

- Minimum 10 years senior experience in a contact centre and operational management role and direct experience working across the broad range of specialist areas identified for the position across both strategy and operational delivery
- Outstanding leadership skills with ability to build high performing teams to deliver on key operational targets and service levels and plan, prioritise and adapt work to align with organisational goals. An engaging, caring, mature and supportive leadership style with demonstrated ability to motivate and lead through adversity and develop people to their full potential
- Demonstrated ability to effectively understand and manage operational risk
- Strong competency in leading change and managing through ambiguity and under pressure. Demonstrated experience in leading calmly through crisis.
- Advanced stakeholder management skills and proven ability at engaging effectively at all levels, both internally and externally
- Strong business acumen
- A passion for wildlife and connection to the Wildlife Victoria purpose. An understanding of animal rescue and practical experience of such highly desirable

Desirable:

- Established networks into the wildlife sector and government agencies
- Tertiary qualifications in business management or related discipline
- Qualified in a recognised incident management doctrine (eg. AIIMS, ITSM) with associated practical experience across such
- Experience in managing outsourced service providers to outstanding performance
- An understanding of wildlife rescue including species specific and operational considerations, preferably from practical experience

About Wildlife Victoria

Wildlife Victoria is a not for profit organisation that has provided the Victorian community with a Wildlife Emergency Response service for over 30 years. The organisation has a small number of paid staff and a large number of volunteers.

Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation.

Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 80,000 requests for help a year and help over 50,000 animals. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal.

The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release.

We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans.

In addition to the rescue service, through our education programs and activities we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes toward wildlife.