

Shelter Process Manager

About the organisation and department

The mission of Animal Aid Unlimited is to rescue and treat the un-owned street animals of India who have become ill or injured, and through their rescue inspire a community to protect and defend the lives of all animals.

We operate one of India's most active rescue services, responding to more than 70 calls on our helpline every day and involving thousands of Udaipur residents in the process of rescuing street animals every year. Our hospital and sanctuary (located in Badi, 10km from Udaipur) house a total of more than 600 animals (dogs, cows, donkeys, cats and other animals).

Animal Aid has been growing fast in the last few years, both in terms of volume of operations and number of staff, therefore increasing the complexity of organizational structure and its management.

Designation – Shelter Process Manager

Reports to – Top management

Number of positions – 1

General purpose of the role

The Shelter Process Manager (SPM) is responsible to evaluate, design, implement, monitor and assess the shelter business processes. The SPM works closely with the management and across departments to create integrated processes, which improve the efficacy and efficiency of the organization, with objective of fulfilling its strategy and reaching its goals.

The SPM monitors and collect data to guide informed decision-making; improve reporting practises: ensures smooth transition from old to new processes for staff members (change management); creates and maintains a culture of knowledge building, training staff members and creating training modules and materials.

The SPM will also assist in the development of the Animal Protection Organization Management System (APOMS), a new Management Information System that is being developed within the organization.

Key area of responsibility

1. Shelter business processes
 - a. Review, improve and design of shelter business processes across the organization:
 - i. Analyse current business processes and identify area of improvement
 - ii. Prepare a plan for the improvement of the existing processes
 - iii. Design new processes as needed
 - iv. Ensure all business processes across departments are efficiently working together

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- b. Plan and coordinate the implementation of the business processes across departments, including training of staff (see below)
 - c. Monitor and report regularly to the management, including suggestion for further improvements
 2. Monitoring and evaluation
 - a. Design and implementation of a monitoring, evaluation and reporting plan with detailed guideline for its implementation;
 - b. Develop tools and procedures to collect data across departments
 - c. Ensure data quality through regular quality assessments
 - d. Analyse data, summarize findings and produce regular reports
 - e. Recommend changes and improvements based on the findings
 3. Management Information System – (APOMS)
 - a. Facilitate the development of APOMS strategic plans, including targets and planning
 - b. Facilitate the communication between the IT team and management in the collection and elaboration of the business requirements
 - c. Perform the first phase of user testing and provide feedback to the IT team
 - d. Support the second phase of user testing, including collecting and compiling the user feedback and provide findings and suggestion to the management team
 - e. Develop a plan for gradual onboarding and training of the users (i.e. staff members) – See “Change Management” below
 - f. Collect regular feedback on the MIS from the users to provide to management and IT team
 - g. Assess the adoption level and report findings and suggestion to the management
 4. Change management
 - a. Create a change management strategy, which must encompass all level of staff and their different education levels, and hence their resistance level
 - b. Implement the strategy in coordination with all levels of managers and supervisors
 - c. Suggest and support the communication efforts and the training materials
 - d. Monitor and assess the impact of the strategy (including collecting feedback from staff members) and proposing improvements and changes as needed
 5. Training and knowledge management
 - a. Project management: train management and supervisory level staff in key project management elements (planning, budgeting, staff management, etc)
 - b. Monitoring and reporting: train management and supervisory staff in key monitoring and reporting elements (planning, data collection, data analysis, reporting, etc)
 - c. Knowledge building and knowledge sharing:
 - i. Contribute to institutional learning processes
 - ii. Present best practises and lessons learnt
 - iii. Prepare guidelines, manuals and training modules for all level of staff

Experience, education and skills

1. Minimum Bachelor degree or preferably Master degree
 2. 5+ years of experience in a similar role (project management, monitoring and evaluation, change management, training). Previous experience with MIS is a plus.
 3. Excellent IT skills:
 - a. MS office, especially Excel (mandatory).
 - b. Data management (preferable).
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- c. Google drive, Google Sheet, Google Docs (mandatory)
 - 4. Any experience with animals (volunteers, neighbourhood animals, etc) is a big plus.
 - 5. Fluency in English is a must, fluency in Hindi not required but a plus.

Personal attributes

- 1. Excellent organizational and analytical skills
- 2. Able to see the big picture but also focusing on the details, keeping aligned the long-term strategy with the day-to-day activities
- 3. Excellent interpersonal and communication skill, able to work with people from different background and education
- 4. Results-driven, able to make and suggest well-inform decisions
- 5. Empathy towards animals and understanding the work of Animal Aid

