

JOB DESCRIPTION

Job Title:	Regional Chief Inspector
Location:	Mainland Scotland (Regional Allocation – North / Central / South as applicable)
Hours:	37.5 hours per week
Reports To:	Head of Operational Response
Contacts:	Head of Operational Response, Regional Chief Inspectors, Case Progression Inspectors (CPIs), Inspectors, Wildlife Resolution Officers (WROs), Animal Rescue Team Leaders (ARTLs), Animal Rescue Officers (AROs), Animal Helpline Team, Veterinary Services, ARRC Managers and staff, Complaints Team, Procurator Fiscal Service, Police Scotland, Local Authorities, External Agencies, Members of the Public

Overall Purpose of the Role:

To provide overall leadership, operational command and professional oversight of the Inspectorate within the allocated region, ensuring frontline animal welfare investigations are prioritised, resourced and delivered safely, lawfully, consistently and to a high professional standard.

The Regional Chief Inspector is accountable for regional performance, people leadership, operational resilience and governance, working closely with the Case Progression Inspector to ensure investigations progress from initial response through to lawful conclusion. The role is central to the Scottish SPCA's three-region operating model, supporting an evidence-led, proportionate and outcomes-focused approach which prioritises significant animal suffering and the areas where Society intervention can have the greatest impact.

KEY RESPONSIBILITIES:

Regional Leadership & Operational Command

- Provide visible and effective leadership of the regional Inspectorate, creating a high-performing, professional and accountable culture aligned with the Society's values.
- Hold overall responsibility for deployment, workload management and operational coverage of Inspectors within the region, balancing demand, risk, geography and available resource.
- Maintain oversight of regional demand and ensure resources are directed to the highest-priority animal welfare concerns in line with the operating model and THRIVE-informed decision-making.
- Provide operational command and decision-making support for serious, complex, high-risk or high-profile incidents, including major investigations, warrants, large-scale seizures and multi-agency operations.

- Ensure clear command, escalation and decision-making arrangements are maintained during periods of reduced capacity, major incidents or other operational pressures.
- Work collaboratively with CPIs, WROs, ARTLs, the Animal Helpline and other operational functions to ensure clear role boundaries, effective handovers and a coordinated regional response.
- Participate in Duty Chief Inspector / senior operational cover arrangements as required.

People Leadership & Performance

- Provide direct line management to Inspectors and the regional Case Progression Inspector, setting clear expectations and ensuring individuals understand their contribution to regional and organisational priorities.
- Manage performance, attendance, conduct, capability and wellbeing in accordance with organisational policy, providing timely feedback, support and appropriate challenge.
- Undertake regular one-to-ones, performance discussions, welfare check-ins and team meetings, ensuring colleagues are informed, engaged and able to raise operational issues.
- Identify learning and development needs and work with relevant colleagues to ensure these are addressed.
- Support succession planning, professional development and leadership capability within the region, including appropriate delegation to the CPI during periods of Chief Inspector absence.
- Ensure health, safety and wellbeing are embedded within operational decision-making, including effective lone-working oversight and compliance with risk assessments, safe systems of work and operational guidance.

Investigation, Enforcement & Case Progression Governance

- Maintain overall regional oversight of investigative quality, enforcement activity and case progression, ensuring the lawful and proportionate exercise of Scottish SPCA powers.
- Work closely with the CPI to ensure serious, complex or protracted investigations receive appropriate direction, scrutiny and support, with clear accountability for progression.
- Provide senior operational oversight and authorisation for enforcement activity within delegated authority levels, including warrants, major seizures and other escalated interventions.
- Ensure investigation files, Animal Welfare Notices, evidential processes, reports to the Procurator Fiscal and court-related activity meet required professional and organisational standards.

- Monitor active investigation timescales and regional caseload pressures, intervening where there is drift, duplication, disproportionate activity or risk to statutory or organisational timescales.
- Ensure learning from prosecution outcomes, complaints, audits, incidents and case reviews is translated into improved regional practice.

Professional Standards & Quality Assurance

- Set and maintain high standards of professional integrity, ethical conduct, evidential accuracy and defensible decision-making across the regional Inspectorate.
- Oversee regional quality assurance activity and respond to trends or concerns identified through CPI case audits, complaints, performance data or management review.
- Support consistent application of national operating standards, Operational Instructions, SOPs and guidance across the region.
- Contribute to the ongoing development and review of operational policy, procedures, investigative frameworks and guidance.
- Support delivery and embedding of the Inspector Excellence and Standards Framework and continuous professional development, ensuring Inspectors maintain operational competence.
- Promote a learning culture in which feedback, reflective practice and continuous improvement are routine.

Performance, Demand & Resource Management

- Be accountable for regional delivery against agreed operational KPIs, service standards and performance measures, including timeliness, case progression, enforcement quality and appropriate closure of work.
- Use operational data, dashboards and management information to understand demand, capacity, outcomes and emerging risk, taking action where performance or service resilience requires improvement.
- Ensure regional resources are used efficiently and proportionately, supporting the organisational principle of impact over volume.
- Manage delegated regional budgets responsibly and contribute to wider financial planning and efficiency activity.
- Maintain appropriate oversight of Inspectorate vehicles, equipment and operational assets allocated to the region.

Partnership Working & Representation

- Develop and maintain effective working relationships with Police Scotland, Procurator Fiscal Service, Local Authorities, veterinary professionals and other relevant agencies.
- Represent the Scottish SPCA professionally at regional and national meetings, operational partnerships and other forums as required.
- Work closely with Animal Helpline, Animal Rescue, Wildlife, Veterinary Services, Animal Centres, Complaints and other Society functions to support effective end-to-end animal welfare outcomes.
- Provide senior operational advice and guidance to colleagues across the Society where Inspectorate expertise is required.
- Act as a professional ambassador for the Scottish SPCA in all dealings with colleagues, partners, the public and other stakeholders.

Governance & Organisational Responsibilities

- Ensure compliance with relevant legislation, Scottish SPCA policies, Operational Instructions, health and safety requirements, data protection, evidence management and information governance standards.
- Provide accurate regional reports, management information and assurance to the Head of Operational Response as required.
- Support business continuity arrangements and controlled service prioritisation during periods of significant operational pressure.
- Contribute to national Inspectorate planning, continuous improvement and implementation of organisational change.
- Undertake any additional duties as directed by your line manager to support operational effectiveness.

PERSON SPECIFICATION

Essential and desirable (where relevant) skills, expertise and behaviours:

Education & Qualifications

- Completion of Scottish SPCA Inspector Learning Programme or equivalent
- Demonstrable knowledge of relevant animal welfare legislation
- Management or leadership qualification (desirable)
- Investigative, enforcement or relevant animal welfare qualification (desirable).

Experience & Job Knowledge

- Significant experience as a Scottish SPCA Inspector
- Proven experience leading and managing operational staff
- Experience managing serious or complex animal welfare investigations
- Experience preparing or overseeing prosecution reports and court-related casework
- Experience working with Police Scotland, Procurator Fiscal Service, Local Authorities and external agencies
- Strong understanding of health, safety, lone working and operational risk management
- Experience managing geographically dispersed teams (desirable)
- Experience leading through organisational or operational change (desirable)
- Experience of budget and resource management (desirable).

Skills

- Strong people leadership and performance management skills
- Sound operational judgement and ability to make proportionate, evidence-led decisions under pressure
- High-level investigative, analytical and problem-solving skills
- Excellent written and verbal communication skills
- Ability to provide clear command, direction and constructive challenge
- Strong workload, resource and demand management skills
- Ability to interpret performance data and translate it into operational action
- Confident liaison and influencing skills
- IT literate and proficient in case management systems and M365
- Experience contributing to policy or SOP development (desirable)
- Knowledge of structured triage or risk assessment models (desirable).

Behaviours

- Strong commitment to animal welfare
- Professional, ethical and accountable
- Calm, resilient and decisive under pressure
- Collaborative and adaptable
- Displays a commitment to learning, continuous improvement and developing others
- Demonstrates the Society's values in every area of the role.

Additional relevant criteria:

- Membership of Disclosure Scotland PVG Scheme
- Full UK Driving Licence
- Flexible, with willingness to travel and undertake evening or weekend work
- Must maintain operational competence and professional knowledge to provide effective command and oversight.