



WILLINGA PARK

JOB DESCRIPTION

POSITION: Animal Attendant

REPORTS TO: Veterinary Team

UPDATED: January 2024

The Animal Attendant is responsible in assisting the Veterinary Team with daily tasks across the equine and agriculture facilities. This will include maintaining all equipment, maintenance and cleaning is performed regularly and when required. The Animal Attendant will understand the Willinga Park values and work harmoniously with all team members across the property.

MAIN DUTIES:

The Animal Attendant will ensure the following tasks are carried out on the horses, but not limited to:

- Grooming, feeding, handling, stabling and exercising of horses.
- Cleaning, care and maintenance of stables and associated training equipment including but not limited to rugs, rug rooms, vehicles and other Willinga Park Infrastructure.
- The caring of and leading of horses where appropriate.
- Monitoring horses for health and soundness.
- Help with breeding and foaling and helping with problematic animals.
- Assisting the vet and farrier by holding the horses.
- Under the direction of the Veterinary Team, administration of prescribed medications and general animal first aid.
- Perform general industry duties as directed by management.
- Including general labouring, cleaning, minor maintenance duties incidental or peripheral to cleaning, ordering supplies, receiving deliveries and basic clerical work.
- Organise, saddle and tie up horse for trainers, wash down, re-rug and return to paddocks after exercise.
- Place and monitor horse in the horse walker, retrieve and retire horses to yards.



WILLINGA PARK

- Ensure all yards and paddocks are free from any timber or obstacles. Check all waters daily and report any malfunction. Check gates and properly closing and latching.

POSITION ATTRIBUTES:

The Animal Attendant will need to have the following core attributes:

Excellent Written and Oral Communication Skills

The Animal Attendant will be communicating with the public, high profile clients and internal stakeholders whilst building strong relationships across the Willinga Park business. These relationships include both internal and external clients of Willinga Park and Willinga Park Veterinary Hospital.

Team Player

The Animal Attendant will demonstrate teamwork skills within the Veterinary Hospital Infrastructure and across all the Willinga Park teams. This includes no office politics by always showing equal respect to your colleagues and team members. As the Animal Attendant will have daily interaction with the public, the Animal Attendant will need to develop and foster positive internal and external relationships to manage ad-hoc duties and tasks as directed by their Manager.

Delivery of Service

The Animal Attendant must ensure the delivery of service to the public, sub-contractors and clients are attended to in an efficient, timely and professional manner. This involves the constant feedback on progress to the stakeholders to ensure the delivery of service is of a high standard.

Presentation and Image

The Animal Attendant must be professionally presented in the supplied Willinga Park uniform and have a clear understanding that they are always representing the business in a professional manner.

Organisational and Time Management skills

The Animal Attendant will have the responsibility of ensuring that all administration tasks, like coding of invoices and filing, are completed in a timely manner to ensure data and costs are recorded effectively. The Animal Attendant will suggest and find solutions where improvements or efficiencies can be gained within the current processes and procedures.



WILLINGA PARK

Willinga Park Values

The Animal Attendant will positively follow the Willinga Park values to ensure the culture is maintained as a family owned, positive and professional business.

Feedback

The Animal Attendant will participate from time to time in a feedback process such as 360 degree or a formal review as part of their professional development. The Animal Attendant will use this feedback to understand development and learning opportunities associated with their role within the business. Annual reviews will be conducted with your direct manager and Head of Human Resources as well as encouraging live feedback at any time you or your manager feel necessary during your employment. It is expected that the Animal Attendant engage in feedback discussions in an open and constructive manner and work together with their manager on genuine opportunities to improve performance.

Confidentiality

The role of the Animal Attendant requires handling of sensitive information of all clients of Willinga Park and Willinga Park Veterinary Hospital. It is expected that the Animal Attendant will not divulge any confidential information to any third party or employee outside of the direct HR team and Head of Human Resources.

Self-Starter

The role requires a level of autonomy in that the Animal Attendant provides support to Management, colleagues and other stakeholders and will not have to require ongoing direction. That is, the Animal Attendant will understand the position and create opportunities to better the role with fresh ideas and innovative ways of undertaking it.

Target Safety – Aim High

All Willinga Park workers have a duty to:

- take reasonable care for their own health and safety.
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- comply, so far as they are able, with any reasonable instruction that is given by Willinga Park Management to allow it to comply with its work, health, and safety obligations.



WILLINGA PARK

- comply with any reasonable policy or procedure of Willinga Park relating to work health and safety.
- follow all Safe Working Procedures and Safe Work Method Statements relevant to their role.

Risk management

All Willinga Park employees have a duty to identify and assess potential risks that may hinder the reputation, safety, security, and financial prosperity of Willinga Park.

- Manage the process of identifying and assessing the risks that could/would affect the business.
- Report and communicate risk issues to Risk Management Committee as soon as possible.
- Implement where appropriate, risk control actions.
- Comply and implement systems, policies, and procedures for the identification of risk.
- Collection, analysis of risk related and compliance information and share with Willinga park employees and management where required.

Employee: _____ Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____