

SPCA Inspectorate Support Officer



Inspectorate Support Officers (ISOs) are a vital frontline support role within the Inspectorate Team. They help our animal inspectors when responding to calls about animal welfare concerns and cruelty complaints. ISOs assist with safety, animal handling, education and support better outcomes for animals and their guardians.

Staff Interview:

We interviewed Rachelle Rogers about her experience as an SPCA Inspectorate Support Officer and here's what she had to say:



1 Why did you want to become an SPCA Inspectorate Support Officer?

I had volunteered with SPCA for a number of years and had worked as a canine attendant for the Auckland Council. In 2010 I went on to become an SPCA Field Officer as I thought it would broaden my knowledge base, and it did!

In July 2024, my old job as a Field Officer came to an end. I was given the chance to choose between two new roles: Community Support Officer or an Inspectorate Support Officer. I really wanted to stay connected to the Inspectorate team, so I applied for the Inspectorate Support Officer role - and I got the job! Each day brings new challenges and opportunities, making my work both unpredictable and rewarding.



Visit www.spca.nz/kids to learn more about animal welfare careers.

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2 What are the main responsibilities and tasks of an SPCA ISO?

We provide support for the Inspectors out in the field, attending cruelty complaints alongside them. We provide services to animal owners related to cruelty complaints. These services include, assistance with desexing, food supplies, flea & worm treatments, loan kennels and other support to help these animals live a good life.

We also help Inspectors by drafting education and infringement warning letters to animal guardians who are not providing their animal with what they need to live a happy and healthy life.

3 What do you enjoy most about being an SPCA ISO?

I can get up every morning looking forward to my day as I know that no two days are ever the same. I never know where my day might take me and what amazing animals I might encounter.

I also enjoy knowing that what I do each day helps lighten the work load for the Inspectors, making their job a little easier.

4 What did you have to do to become an SPCA ISO?

I already had SPCA voluntary experience, and had worked at Auckland Council. Then I worked at SPCA as a Field Officer for 14 years!

This work experience, along with a passion for animal welfare, helped to give me an edge when applying for the Inspectorate Support Officer role.



5 What skills do you think you need to be an SPCA ISO?

You need some experience helping animals, like volunteering with SPCA or another animal welfare organisation. Good animal handling skills across different species and knowledge of the Animal Welfare Act 1999. You also need to be a practical thinker and have good time management skills.



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6 What advice would you give to someone who wants to become an SPCA Inspectorate Support Officer?

In this role you cannot think that you're going to 'save the world' – it's not for the faint-hearted. You will have good days and bad days, but it's the good days and the fantastic outcomes for some amazing animals that you need to focus on. Sadly, we cannot save them all, but we can do our best to give them as much comfort as we can for the time that they are in our care.

This role would give someone wanting to move into an Inspectors role, great exposure to what that might look like, readying themselves for that career move in the future.

How to become an SPCA Inspectorate Support Officer:

To become an SPCA Inspectorate Support Officer you must hold, or be willing to gain, an appointment as an Auxiliary Officer under the Animal Welfare Act 1999.

Additionally, having the below experiences and qualifications will help you become an Inspectorate Support Officer:

- Appointment as an Auxiliary Officer pursuant to the Animal Welfare Act 1999
- Experience within the animal welfare sector
- Animal care and animal handling experience as well as experience with equines and livestock
- Full, clean driver's licence with ability to drive manual vehicle



SPCA ISO Top Tip:

For anyone considering becoming an animal guardian/owner, my advice is to do thorough research first.

Different animals and breeds have unique care needs and these have costs associated with them. For example: food, grooming, training, vet care and enrichment.



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