

# Position Description

**Position Title:** Business Support Officer

**Version effective date:**

December 2026

**Department:** Greyhound Racing Integrity & Welfare (GRIW)

**Reports To (Position):** Business Operations Lead

**Function(s) / roles directly reporting to this position:** Nil

**Name of incumbent (if applicable):**

## ORGANISATIONAL OVERVIEW

Greyhound Racing Victoria (GRV) is the statutory authority responsible for regulating, conducting and promoting greyhound racing in Victoria; a sport that annually generates more than \$500 million in economic activity, over \$3 billion in wagering, and directly involves over 15,000 people including through 4,300 direct and indirect jobs across the state.

Our vision is "Victorian greyhound racing is a vibrant, entertaining and thriving sport with animal welfare at its heart". The integrity of the sport and the welfare of greyhounds are both significant components of the strategic objectives of GRV.

## PRIMARY PURPOSE OF ROLE (RESPONSIBILITY)

The Greyhound Racing Integrity & Welfare (GRIW) is key in upholding the integrity of the industry through ensuring transparent and fair conduct of racing. It comprises Stewarding, Integrity Operations, Veterinary Services, Animal Welfare and Legal Services.

The primary purpose of the Business Support Officer role is to support the Integrity & Welfare department, the priority clients being the Animal Welfare Manager, Chief Steward, Deputy Chief Steward, Stewarding function, Chief Veterinarian and Integrity Operations. The role assists the GRIW Legal Services Officer when required.

The role liaises with industry participants, veterinarians and other industry stakeholders.

## FREEDOM TO ACT / DECISION MAKING (ACCOUNTABILITY)

No direct budget accountability.

This role works according to the policies and procedures applicable to GRV employees.

The role applies the Rules of Racing and specific GRV policies and guidelines applicable to industry participants (registered persons).

## KEY WORKING RELATIONSHIPS

EXTERNAL	INTERNAL
Participants (greyhound owners and trainers)	Stewards Panel & Veterinary Services teams
Racing Analytical Services Limited (RASL)	Animal Welfare Manager
Interstate greyhound racing regulators and codes	Integrity Operations teams
Victorian Racing Tribunal	GRIW Legal Services
Transcripts Plus and other service providers	Participant Services
Non GRV Veterinarians	Finance team
General Public including GAP adopters	Welfare team
RSPCA and other animal welfare/ rehoming agencies	Racing Communications team
Licenced microchip registries	

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
Race day	<ul style="list-style-type: none"> <li>On behalf of Chief Steward and Chief Veterinarian, coordinate and authorise data changes and updates to be actioned by IT e.g. incorrect swab, penalty, trial, veterinary data <ul style="list-style-type: none"> <li>Process scratching's, late scratching's and vet clearances</li> <li>Investigate and resolve time sensitive participant queries on dogs prevented from nominating</li> <li>Advise Finance of errors to be corrected re fines imposed on race day</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Data integrity</li> <li>Timeliness of data updates</li> <li>Completeness of records including required evidence and certifications</li> <li>Internal and external customer feedback.</li> </ul>

	<ul style="list-style-type: none"> <li>Respond to requests from interstate racing regulators to clarify/confirm penalty information for greyhounds and participants</li> <li>Follow up race day reports from previous day including liaising with Welfare team on greyhound injuries</li> <li>Resolve participant queries and urgent requests, including late scratchings, authorised data changes and updates.</li> </ul>	
<b>Participant adherence to the Rules of Racing</b>	<ul style="list-style-type: none"> <li>Tracking of samples <ul style="list-style-type: none"> <li>Ensure all swab results are processed by close of business Tuesday each week prior to participant weekly payment run</li> <li>Prepare weekly report on outstanding sample results, B samples etc and liaise with RASL</li> <li>Manually track dual samples from designated races to avoid ineligible payments to participants</li> </ul> </li> <li>Assist the GRIW Legal Services Officer with the briefs process when required</li> <li>Maintain the Quadrant Swab &amp; Betting spreadsheet</li> <li>Ensure outcomes of irregular sample VRT hearings and enquiries are loaded to FastTrack</li> <li>Advise Finance where prize money is to be held or recovered</li> <li>Support Chief Steward and Chief Veterinarian with sample processing and workflows and any reasonable other request with sample management.</li> </ul>	<ul style="list-style-type: none"> <li>Data integrity</li> <li>Timeliness of data updates</li> <li>Data Integrity including required evidence and certifications</li> <li>Process steps each completed within required compliance timeframe.</li> </ul>
<b>Stewards Panel and Veterinary Services support</b>	<ul style="list-style-type: none"> <li>Triage calls to Stewards Panel received via Racing Services, resolve where appropriate and otherwise send message to relevant Senior Steward</li> <li>Manage the shared Steward Admin and Raceday Meeting Paperwork email inbox on behalf of Chief and Deputy Chief Stewards, resolving matters where appropriate.</li> <li>Prepare Appeal paperwork (VRT, VCAT, Supreme Court) in a professional and timely manner, when required.</li> <li>Organise transcripts and case management filing on behalf of Stewards Panel</li> <li>Set-up meetings on behalf of Chief Steward and Deputy Chief Steward</li> <li>Track deaths record management and coordination of details liaising with Chief Steward, Chief Vet and Investigative Stewards.</li> </ul>	<ul style="list-style-type: none"> <li>Data integrity</li> <li>Completeness of records including required evidence and certifications</li> <li>Internal customer feedback.</li> </ul>
<b>Greyhound Racing Initiative</b>	<ul style="list-style-type: none"> <li>Provide advice and support to participants regarding the retirement of greyhounds</li> <li>Administer GRV's welfare programs including but not limited to the Greyhound Recovery Initiative (GRI)</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness, quality and completeness of records management</li> <li>Internal and external feedback</li> </ul>
<b>Greyhound Microchip Registry</b>	<ul style="list-style-type: none"> <li>Liaise with registered shelters/ pounds to record and track surrendered greyhounds and return to racing owner.</li> <li>Liaise with local Councils and welfare groups.</li> </ul>	<ul style="list-style-type: none"> <li>Consistent processes</li> <li>Timeliness, data Integrity</li> <li>Compliance with evidentiary requirements</li> <li>Internal and external customer feedback.</li> </ul>
<b>Animal Welfare Support</b>	<ul style="list-style-type: none"> <li>Manage Welfare shared inbox - resolving matters where appropriate.</li> <li>Work closely with Integrity Operations team to ensure referred matters are closed out.</li> <li>Refer irregular and/or potentially unlawful retirements to the Integrity Operations team.</li> <li>Implement GRV's greyhound retirement rules, policies and processes.</li> <li>Managing animal welfare cases (including emergency responses, complaints and incidents) to ensure swift and humane outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Data Integrity</li> <li>Compliance with evidentiary requirements</li> <li>Internal and external customer feedback.</li> </ul>
<b>Procurement</b>	<ul style="list-style-type: none"> <li>Book accommodation for GRIW</li> <li>Coordinate ordering and distribution of GRV uniforms for GRIW</li> <li>Coordinate ordering and distribution/delivery of all race day supplies for stewards and veterinarians e.g. swab kits, stationery, radios</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with procurement policy and processes</li> <li>Internal customer feedback.</li> </ul>

	<ul style="list-style-type: none"> <li>• All Workplace transactions (procurement system) on behalf of Chief Steward, Animal Welfare Manager and Chief Veterinarian           <ul style="list-style-type: none"> <li>◦ Set up and maintain 12 month forecast projections for each contracted veterinarian and process invoices</li> <li>◦ Coordinate catering for training sessions.</li> </ul> </li> </ul>	
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Regularly attend and actively contribute to team meetings</li> <li>• Actively contribute to the ongoing initiatives across the GRIW</li> <li>• Support and backfill to GRIW Legal Services Officer</li> <li>• Undertake any other reasonable tasks as directed by the Business Operations Lead.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement outcomes</li> <li>• Internal and external customer feedback.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Ensure knowledge of relevant policies, procedures, guidelines and work methods is actively maintained</li> <li>• Complete all mandatory and scheduled training as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• GRV policy, procedures and guidelines compliance</li> <li>• Mandated and scheduled training up to date.</li> </ul>
<b>Safety and Wellbeing</b>	<p>As an employee:</p> <ul style="list-style-type: none"> <li>• Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace</li> <li>• Understand responsibilities and accountabilities of yourself and others in accordance with OH&amp;S legislation and GRV policies</li> <li>• Promote an open and active safety management and wellbeing culture</li> <li>• Maintain a safe working environment within your area of responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Role model safe work practices at all times</li> <li>• Actively support and promote safety and wellbeing</li> <li>• Incidents, accidents and hazards reported as soon as possible.</li> </ul>

#### PERSON SPECIFICATION

- This role may involve exposure to sensitive animal welfare content, including materials relating to greyhound injury and/or death
- Certificate III in Business Administration or comprehensive equivalent experience.

#### Education & Qualifications

- Certificate III in Business Administration or comprehensive equivalent experience.

#### Skills, Knowledge & Attributes

##### Personal Attributes:

- Strong customer service focus
- Ability to effectively work both as part of a small team and alone as required
- Ability to remain professional under pressure
- Strong appreciation of rules and regulations and an affinity for compliance
- Proven team player across organisational lines.
- Integrity and ability to maintain confidentiality.

##### Knowledge and Experience:

- 2+ years' experience in a busy administrative role with extensive customer contact
- Experience in a busy and varied administrative role with customer contact
- Strong customer service experience including resolution of challenging customer issues
- Knowledge and understanding of greyhound racing, desirable.

##### Skills:

- Demonstrated organisational, time management and prioritisation skills with excellent attention to detail
- Demonstrated effective customer service skills required, at times in challenging situations
- Demonstrated skills in working effectively with colleagues at all levels
- Excellent oral and written communication skills with the ability to prepare basic reports, letters, and correspondence
- Excellent data entry and records management skills
- Sound level MS Office skills – email, Word, Excel.

#### Inclusion, Diversity & Belonging Statement

Greyhound Racing Victoria is committed to building a workplace that not only respects but embraces difference and sees diversity as an essential part of our success. GRV is an organisation that is driven by values and strives for a culture of inclusion where all people feel respected, valued, listened to, inspired and that they belong.

Position description accepted by:

NAME:

DATE:

**SIGNATURE:** \_\_\_\_\_