

POSITION DESCRIPTION

Position: Animal Control Officer

Team: Animal Control

Group: **Planning & Regulatory Group**

Responsible To: Animal Control Team Leader

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing & Services Group. The Group includes Libraries, Community Centres, Sports Centre, Aquatics Hastings, Community Development, Toitoti – Hawkes Bay Arts & Events Centre, Hastings City Art Gallery and Council Housing.

The purpose of this position is to ensure the safety of the Public by achieving compliance with the Dog Control Act 1996, Council's Dog Control Bylaws 2009 and to administer the provisions of the Stock Impounding Act 1955 by:

- Impoundment
- Customer Service
- Inspection and Compliance
- Education
- Complaints and Resolution

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have responsibility are:

Impoundment

- Ensuring the safe and secure impoundment and disposal of stray animals in accordance with organisational procedures as required by the Dog Control Act 1996, Animal Impounding Act 1955 and Hastings District Bylaws
- Cleaning and maintenance of the Dog Pound and stock paddocks
- Ensuring that impounded dogs and stock are cared for
- Accurately recording all cash transactions in a ledger to ensure that all entries are accurately receipted and documented. Ensuring that where fluoridation is provided, it is dosed and maintained to achieve the specified level and is purchased, stored and handled in accordance with Council and industry standards.

Customer Service

- Providing (on roster) an Animal Control and Dog Control Service
- Providing quality customer service
- Assisting the public with explanations and knowledge of Bylaws, Dog Control Act and Impounding Act.

Inspection and Compliance

- Inspecting properties to ensure Selected Owner Policy status conditions are being met in accordance with Council Policy
- Conducting investigations of properties for unregistered dogs
- Ensuring properties are inspected for compliance with Bylaws and Council Policy
- Ensuring properties are suitable to keep more than two dogs.

Education

- Preparing for, arranging and conducting educational presentations and awareness sessions at schools, teaching institutes, professional groups, general public and internal agencies
- Promoting and informing customers on responsible dog ownership.

Complaints and Resolution

- Issuing Prosecution and Infringement Notices. Preparing summaries for matters that proceed to Court
- Completing the investigation and resolving of complaints
- Providing abatement solutions and instructions to dog and animal owners to abate animal nuisances
- Removing dogs that are threatening public safety, bark, or are at large in public places and ensure they are held in safe and secure custody until their disposal
- Recording and maintaining accurate and up-to-date records

Important Functional Relationships

External

Ratepayers
General Public
Dog and animal owners
NZ Police
Suppliers/Contractors
Vets
Other Local Authorities
MAF
Stock/Station agents
Schools
HDC afterhours service – MEP
Lawyers
Press and local radio
Security Company
Justice Department
HB Regional Council

Internal

Planning & Regulatory Services
Group
Group Manager: Planning &
Regulatory Services
Community Safety Manager
Planning & Regulatory Services
Staff
Councillors
Group Managers and Staff
- Economic Development &
Organisation
Improvement
- Community Facilities &
Programmes
- Asset Management
- Finance

Committees/Groups

RSPCA
New Zealand Animal Control
Officers Institute
Dog Trial, Obedience and Kennel
clubs
Service Clubs

Person Specification

Qualifications

- Schooling to University Entrance level
- Relevant NZQA qualification or equivalent level of learning through experience
- A full current Drivers Licence
- A fire arm licence would be an advantage.

Knowledge/Experience

- Experience in a compliance role would be an advantage
- Experience in handling animals and knowledge of associated hazards
- Knowledge of Government Acts and Local Body Bylaws i.e. Dog Control Act 1996, Stock Impounding Act 1995 and the ability to interpret such legislation
- Basic computer keyboard experience
- Knowledge of Court systems for preparing and presenting information and service of summons
- Knowledge of education aids and lecturing
- Knowledge of dogs/animal behaviour and husbandry.

Key Personal Competencies

- Ability to prioritise work and work to deadlines
- A strong commitment to customer service
- Ability to work under minimal supervision and display sound judgment and tact
- Conflict management and negotiation skills.

Personal Attributes

- Excellent interpersonal skills, both oral and written
- Be physically fit and strong
- Innovative and adaptable
- Mature, even-tempered and cooperative nature
- Be thorough accurate and timely
- Able to demonstrate a well-organised approach to work with proven ability to consistently achieve deadlines
- Lateral thinking
- Culturally sensitive.