

POSITION DESCRIPTION

Position: Senior Animal Control Officer

Team: Animal Control

Group: Planning & Regulatory Services

Responsible To: Team Leader: Animal Control

Responsible For:

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 Planning & Regulatory Services Group. The Group includes Regulatory Solutions, Environmental Policy, Building Consents, Compliance functions.

The purpose of this position is to carry out, coordinate and facilitate the day to day proactive and reactive aspects of Animal Control to ensure Council's statutory and regulatory responsibilities are met in order to protect public safety.

- Operational Delivery
- Quality Customer Service
- Process and System Improvement
- Targeted Initiatives

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 and Incident & Emergency 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 an Employee Handbook 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 a responsibility are:

Operational Delivery

- Work within Policy, operational guidelines, statutes and regulations
- Coordinate and ensure appropriate actions to address non-compliance
- Serve as first point of call for Animal Control Officers to ensure consistency and assist staff when and where necessary and appropriate
- Coordinate programmes to process and reduce the number of unregistered dogs in the district in accordance with KPIs
- Provide specialist advice to all customers, ACOs and management as appropriate, responding to and resolving requests/complaints; escalate any issues to the team leader promptly with the necessary information as required
- Provide support, training and mentoring to the wider Animal Control team as required
- Support core processes as and when required
- Undertake an educational and advisory role in animal control to help customers, internal stakeholders and other parties to understand the requirements of council bylaws and legislation

Quality Customer Service

- Treat everyone with dignity, compassion and respect
- Deliver solution focused customer service, promptly and in accordance with procedures
- Participate in initiatives through formal and informal education (including presenting and distributing educational material)
- Develop and maintain effective relationships with internal and external stakeholders (example NZ Police, Veterinarians, SPCA)
- React to customer enquiries thoroughly and in a timely, professional and efficient manner
- Gather evidence, evaluate information and report on incidents effectively and accurately

Process and System Improvement

- Identify and recommend opportunities for process and system improvement. Work with team and relevant parties to develop and execute improvements
- Listen to customer needs and strive to meet their expectations
- Provide feedback on effectiveness of policy, procedures, bylaws in achieving public safety and Council strategy

Targeted Initiatives

- Coordinate with the ACOs and the team leader, field services targeted initiatives
- Actively assist with implementation of community engagement plans
- Contribute, and lead where appropriate, to planning and execution of proactive enforcement programmes/projects
- Provide proactive and operational assistance to Police and other internal and external agencies as required
- Assist ACOs with compiling of legal documents or search warrants

Important Functional Relationships

External

- Ratepayers
- General public
- Animal Owners
- NZ Police
- RSPCA Staff
- Veterinarians
- Legal Services
- HB Regional Council
- Other local Authorities
- Schools
- Specialist interest groups (e.g. Training Clubs)

Internal

- Team Leader Animal Control
- Planning & Regulatory staff
- Customer Services staff

Committees/Groups

- Elected members
- RSPCA
- Rural Community Board

Person Specification

Qualifications

- A tertiary qualification in a related animal control or enforcement discipline or,
- Certificate in Animal Management / Animal Welfare or Level 5 Canine Behaviour Certificate or NZQA equivalent, or substantial experience in a similar field
- Current drivers licence

Knowledge/Experience

- Minimum 5 years' experience in a Council Animal Control or investigative, regulatory enforcement compliance environment
- Experience in leadership and development of staff is desirable
- Proven disputes resolution experience
- Proven customer services skills
- Proven animal handling skills and a knowledge of animal behaviour and husbandry
- Competent basic computer skills

Key Personal Competencies

- Ability to work under minimal supervision and display sound judgement and tact
- Keeping organisational values and customer perspective at the forefront of decision-making and action
- Taking action to improve existing conditions and processes, identifying improvement opportunities, generating ideas and implementing solutions
- Ability to help, coach, train and mentor others to strengthen knowledge/skills and reach potential
- Working effectively and cooperatively with others, establishing and maintaining good working relationships
- Setting high standards of performance for self and others, assuming responsibility and accountability for successfully completing assignments or tasks

Personal Attributes

- Effective communication and interpersonal skills, both oral and written
- Sympathetic and caring to a point, but completely objective in outlook
- Assertive (not passive, nor aggressive)
- Engaging with people, persuasive, positive and enthusiastic
- Self-motivated, self-reliant, brave but not reckless
- Empathy with animals and a desire to champion their cause
- Physically fit, innovative and adaptable, culturally sensitive, mature, even tempered and cooperative nature.