

POSITION DESCRIPTION

Position: Team Leader Animal Control

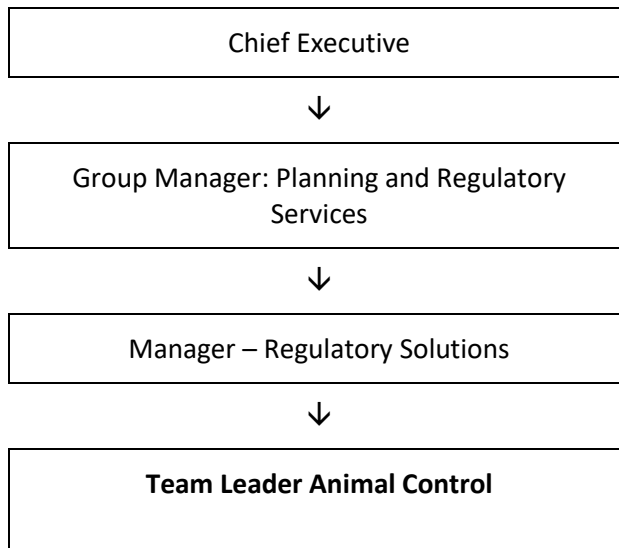
Team: Animal Control

Group: Planning & Regulatory Services

Responsible To: Manager: Regulatory Services

Responsible For: Animal Control Officers

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 Environmental Health, Parking, Environmental Policy, Environmental Consents and Building Consents.

The purpose of this position is to lead the Animal Control team, enabling the team to be high performing and to deliver against key results areas by:

- Strategic Direction
- Customer Service
- Leadership and Coordination
- Financial and Records Management

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 a responsibility are:

Strategic Direction

- Lead and respond to new issues, initiatives, legislative change or changes in Council policy and direction
- Lead and review Animal Control policies and Standard Operating Procedures relevant to the Animal Control team
- Encourage team participation in developing strategies to create a greater sense of community and to instil community trust in Council and its leadership.

Customer Service

- Ensure staff deliver a high quality customer service
- Ensure coordination of animal control activities that provide a seamless service to the public
- Promote and maintain healthy partnerships with key stakeholders
- Ensure educational presentations and awareness sessions take place at schools, professional groups and with the general public
- Ensure communications to and relationships with the public are maintained in a positive, courteous and professional manner.

Leadership and Coordination

- Ensure all staff receive appropriate training, mentoring and professional development to be the best in their profession
- Ensure communication within the team is effective and timely. That all officers are aware of any ongoing or important issues e.g. standard operating procedures, difficult control problems etc
- Ensure that all council's Animal Control functions are discharged effectively and in accordance with statutory requirements including council Policy
- Ensure all Animal control enforcement tasks are performed effectively including court prosecutions, infringements, statutory hearings, animal uplifts/impounds and destructions
- Ensure staff meet all key performance indicators.

Financial and record management

- Prepare and be responsible for the Animal Control budget
- Ensure all income streams from registration, infringements, pound and fines are identified, recorded and accounted for
- Ensure that all critical incidents such as dog attacks, altercations or media inquiries are managed within the appropriate delegations, timeframes and professional manner
- Ensure that all information, reports, time sheets and records are processed and are managed in the appropriate databases in an accurate and efficient manner
- Prepare reports and recommendations on any matters requiring the consideration of the Group Manager: Planning and Regulatory or a committee of Council. When appropriate, act as a

prosecuting officer and competent witness. Ensure Council acts within its statutory limitations

- Oversee the administration and financial systems of the animal control team. Prepare budget estimates and performance information for the team.

Important Functional Relationships

External

Contractors and suppliers
SPCA
Customers – Dog owners, general public
Solicitors, Ministry of Justice
Department of Conservation
Ministry for Primary Industries
Veterinarians
Schools
Dog Clubs

Internal

Manager: Regulatory Solutions
Planning & Regulatory Group
Manager
Other Council Staff

Committees/Groups

Council
Hearings Committee
Animal Welfare Groups

Person Specification

Qualifications

Enrolled in and/or currently undertaking or willing to undertake learning in:

- Relevant NZQA qualification or equivalent level of learning through experience
- A full current Drivers Licence

Knowledge/Experience

Has previous experience and or knowledge of:

- Preparing and managing budgets
- Experience in a compliance role
- Experience in handling animals and knowledge of associated hazards
- Knowledge of Government Acts and Local Body Bylaws
- Team Management and leadership skills
- High level of computer literacy
- Excellent communication skills both written and oral
- Report writing skills

Key Personal Competencies

- A strong customer service ethic
- Demonstrates effective conflict resolution skills
- Possesses excellent interpersonal skills
- Able to handle tense and difficult situations and facilitate positive outcomes
- Presentation skills e.g. to Council meetings etc

Personal Attributes

- A team player
- Innovative and adaptable
- Lateral thinker
- Be physically fit and strong