

## POSITION DESCRIPTION

# Animal and Bylaw Officer



<b>POSITION TITLE</b>	<b>Animal and Bylaw Officer</b>
<b>GROUP</b>	<b>Regulatory</b>
<b>LOCATION</b>	<b>Carterton</b>
<b>REPORTS TO</b>	<b>Group Manager Planning and Regulatory Services</b>
<b>DIRECT REPORTS</b>	<b>Nil</b>
<b>DELEGATED AUTHORITY</b>	<b>Nil</b>

## ROLE OF THE PLANNING AND REGULATORY SERVICES GROUP

The Regulatory and Planning Services Group supports the delivery of the Council's Long Term Plan objectives and community wellbeing outcomes and ensures compliance with legislative requirements through the management of regulatory functions including Planning (Resource Management Act (RMA), Building Services, Policy and Bylaws, Animal Control, Food Control, Liquor Licensing, and Noise Control.

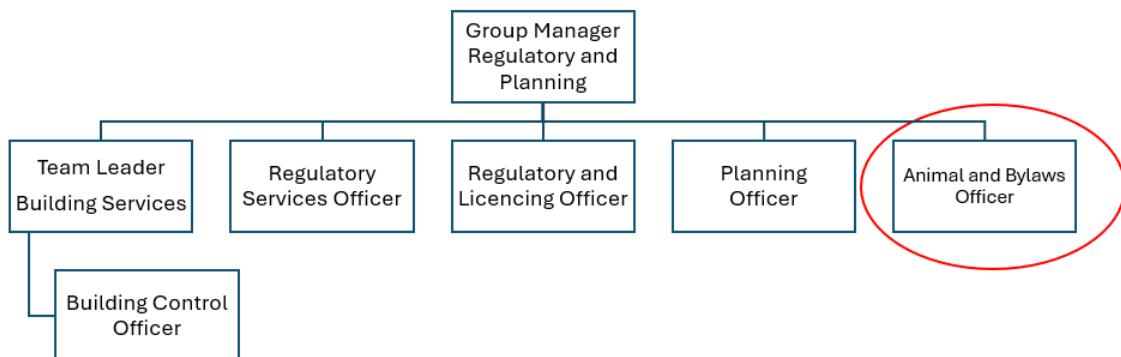
## PURPOSE OF THE ROLE

To provide and maintain services pertaining to animal and bylaw functions in accordance with statutory and regulatory objectives as set out in the relevant legislation, Council bylaws, and associated policies in order to protect public safety.

## RESPONSIBILITIES

- Carry out and enforce animal control duties ensuring legislative compliance with the Dog Control Act 1996, Council bylaws, and policies.
- Promote and educate responsible animal and dog ownership.
- Investigate complaints relating to animals including wandering stock, and where necessary, impound and/or destroy animals in accordance with Council policy.
- Act as Pound Keeper in the efficient operation of the Council Pound.

## ORGANISATION CONTEXT



## WORKING RELATIONSHIPS

The Animal Control Officer reports directly to the Group Manager Regulatory and Planning. The role has no direct reports.

Additionally, the role will have contact with a number of internal and external contacts including, but not limited to:

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"><li>• Mayor and Councillors</li><li>• Chief Executive Officer</li><li>• Group Manager Regulatory and Planning</li><li>• Executive Leadership Team (ELT) and Managers</li><li>• All Council employees</li><li>• WREMO</li></ul>	<ul style="list-style-type: none"><li>• Residents and ratepayers</li><li>• Local Councils and Regional Council</li><li>• Police and emergency services</li><li>• Veterinarians and other animal health services.</li></ul>

KEY RESULT AREAS	
KEY RESULT AREAS	DELIVERABLE MEASURES
Animal Control	<ul style="list-style-type: none"> <li>• Delivery of solutions-focussed, customer responsive, technical and pound keeping, animal control compliance of a high quality and in a timely manner</li> <li>• Service quality, technical advice, performance improvement and resolution management for animal control compliance</li> <li>• Manage risk exposure arising from animal control and Pound Keeping compliance activities and legislative requirements (Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955 and Regulations and Bylaws)</li> <li>• Delivery of quality animal control compliance functions including: <ul style="list-style-type: none"> <li>○ Ranging duties as directed to detect any and to impound any dogs or to take appropriate action.</li> <li>○ Investigate offences and prepare accurate prosecution files as required.</li> <li>○ Appear as a witness in a judicial hearing if required.</li> <li>○ Ensure that all known dogs within the District are registered and registration and pound records are maintained.</li> <li>○ Ensure policies are followed prior to re-homing dogs for adoption.</li> <li>○ Act as the Pound Keeper in the efficient operation of the Pound.</li> <li>○ Impounding and recording of stray stock and arranging release.</li> <li>○ Humane destruction of unclaimed stray animals or animals otherwise authorised by law to be destroyed.</li> <li>○ Liaison as necessary with key stakeholders.</li> </ul> </li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Apply a professional, customer-centric approach to support the public and local community in their compliance with legislation and Council bylaws.</li> <li>• Provide internal and external customers with timely, accurate, and consistent professional guidance and advice.</li> <li>• Liaise with the public to bring complaints and /or concerns to an appropriate outcome.</li> <li>• Educating the public on responsible pet ownership and animal safety</li> <li>• Escalate controversial issues to the manager when appropriate, and particularly where there may be numerous perspectives.</li> </ul>

KEY RESULT AREAS	DELIVERABLE MEASURES
Administration	<ul style="list-style-type: none"> <li>• Adhere to all Animal Control administration functions and requirements as required.</li> <li>• Prepare timely and comprehensive reports as appropriate pertaining to assessment/investigation, monitoring, enforcement action, including requested statistical activity/performance information.</li> <li>• Conduct duties in accordance with approved delegations.</li> <li>• Ensure that information is added to relevant Council databases in a timely and factual manner, particularly when legislatively required to do so.</li> <li>• Contribute to the development of compliance/enforcement policy based on trends observed.</li> <li>• Provide appropriate information in accordance with the Privacy Act, other relevant legislation and Carterton District Council policy.</li> </ul>

<b>Health, Safety &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>Actively participate in Health Safety and Wellbeing (HS&amp;W) activities at CDC.</li> <li>Demonstrate your understanding of HS&amp;W related policies and procedures.</li> <li>Be accountable for your actions at all times while adhering the Health and Safety at Work Act (2015).</li> <li>Actively raise awareness to others about HS&amp;W in the workplace.</li> <li>Actively participate in safety reporting and hazard management.</li> <li>Demonstrate HS&amp;W practices to colleagues.</li> </ul>
<b>Council Contribution</b>	<ul style="list-style-type: none"> <li>Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</li> <li>Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders.</li> <li>Act as an ambassador for Council and its services.</li> <li>Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori.</li> <li>Act within professional guidelines and Council policies at all times.</li> <li>Participate in Council's emergency preparation, training, and response as practicable, including working with the Emergency Operations Centre when directed.</li> <li>Actively participate in and contribute to performance improvement and development.</li> <li>Participate and contribute to management support initiatives.</li> <li>Additional tasks, duties or responsibilities as directed by the Community and Partnerships Manager.</li> </ul>

## QUALIFICATIONS, SKILLS AND EXPERIENCE

### Essential skills and experience

- Have strong spoken and written English communication skills
- Comfort working with animals, including a calm demeanour and ability to approach and handle various animal species safely
- A friendly, patient, professional and non-judgmental approach when dealing with dog owners and members of the public
- The ability to interpret and understand relevant Statutes and Bylaws, specifically the Dog Control Act 1996, Dog Control Bylaws, Animal Welfare Act, and the Impounding Act 1955
- Strong organisational, administrative, and time management skills

- The ability to express complex matters with simplicity and clarity, resolving conflict and managing confrontation and provocation with professional integrity
- The ability to remain calm under pressure
- Competent level of computer literacy, especially Word and Excel.
- A Full NZ Driver's Licence
- Understanding of and commitment to the Treaty of Waitangi and developing understanding and capability in te reo and tikanga Māori

#### **Essential Physical Requirements**

- Stamina and endurance to work in sometimes challenging conditions (heat, cold, rain)
- Able to lift and carry animals of various sizes weighing up to XX kg; this may include heavy and/or aggressive animals
- Agility and coordination to manoeuvre quickly and safely in various environments (urban, rural, etc) to capture animals
- Overall fitness to handle physical demands, including walking, running, or standing over extended periods
- Adequate eyesight for spotting animals from a distance and good hearing to detect sounds of animals in distress
- Balance and steadiness to navigate uneven terrain or crowded environments while controlling animals
- Able to sit or stand at a computer for extended periods of time

#### **Desirable skills and experience**

- Dog handling experience and knowledge of animal behaviour
- Previous experience in a Regulatory/Compliance role with proven advocacy, investigation and prosecution skills
- Previous experience liaising with SPCA, NZ Police, DOC, community groups, and local Iwi
- Knowledge of local government legislation and statutory requirements relevant to the position.

## COUNCIL BEHAVIOURAL COMPETENCIES

<b>Working Co-operatively</b>	Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.
<b>Analysis (Problem Identification)</b>	Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying relationships.
<b>Judgement (Problem Solution)</b>	Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.
<b>Leadership (Influence)</b>	Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.
<b>Organisational Awareness</b>	Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.
<b>Client Service Orientation</b>	Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.
<b>Extra-Organisational Awareness</b>	Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors.
<b>Work Standards</b>	Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.
<b>Planning And Organising</b>	Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.
<b>Project Planning</b>	Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.
<b>Integrity</b>	Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.
<b>Communication</b>	Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.



## POSITION DESCRIPTION AGREEMENT

Signed:		DATE
<b>GROUP MANAGER</b> <b>REGULATORY AND</b> <b>PLANNING</b>		
<b>JOBHOLDER</b>		DATE