



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahi

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Animal Control Officer
REPORTS TO	Animal Control Team Lead
GROUP	Community Experience and Services
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Statutory delegation would apply as approved by Council.
WARRANTS REQUIRED	Yes
GRADE	12

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

Purpose

As a member of the animal control team, this role is responsible and accountable for the delivery of animal control services to the community including carrying out dog and stock compliance duties in accordance with legislation and Council bylaws and policies.

This role also supports the wider Compliance unit in the response to general regulatory compliance and enforcement duties under the Local Government Act and other Council bylaws as an enforcement officer



Skills, Knowledge and Experience

EXPERIENCE	2 Years in a similar role managing animals, compliance or customer facing role .
KNOWLEDGE	Demonstrated practical working experience in managing animals and their welfare. Understand how to solve compliance issues, customer complaints and general enquiries.
ACHIEVEMENT	Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations. Displays initiative and is personally driven by successfully completing tasks.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted support person and colleague.
INTEGRITY	High level of professionalism and confidentiality. Ability to appropriately manage sensitive information Builds trust through actions
COMMUNICATION	Communicates in a clear, confident and articulate manner. Is able to adapt communication style to meet the needs of the audience. Is effective at influencing others. Is able to communicate in a way that builds trust and positive relationships.
IMPLEMENTATION	Is reliable, detail-focused and meticulous within a fast paced environment. Follows through on plans to ensure they are carried out accordingly.
STRATEGIC AGILITY	Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies and manages risks.
SELF-INSIGHT	Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
RESILIENCE	Remains calm, composed, and optimistic in stressful or high pressure situations.
TEAMWORK	Supports and collaborates with team members to achieve targets and strives to get the best out of others. Is resourceful with a can-do attitude.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Compliance team & organisation support

Support the wider Compliance unit in the response to general regulatory compliance and enforcement duties under the Local Government Act and/or other Council bylaws and policies as an enforcement officer. Provide a high standard of service, customer advice and quality information on animal owner responsibilities, compliance requirements and animal control services at all times

Relationship Management

Establish or maintain cooperative relationships with different business units in Council and with external agencies such as SPCA, NZ Police and other government agencies.

Build networks and develop meaningful relationships with stakeholders both internally and outside Council.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



**Work
Matters**

Carry out duties of Animal Control officer

Carry out duties of Animal Control Officer/Stock Ranger in accordance with legislation and Council Bylaws and Policies. Manage the activities of dog owners and their animals, through a combination of enforcement and education, to prevent dogs from becoming a nuisance in the community. Respond to, investigate and resolve animal complaints ensuring compliance with legislative requirements and HDC policies and procedures. Conduct patrols to ensure dog & stock owners comply with legislative requirements, Council bylaws and regulations. Regularisation's. Develop, deliver and or coordinate, Council's health and safety induction and training framework.

Investigation and enforcement duties

Carry out investigation and enforcement duties in accordance with legislation and with delegated authority. Respond to and investigate all complaints allocated ensuring compliance with legislative requirements and HDC policies and procedures. Decide on and take appropriate remedial or enforcement measures for non-complying matters; make recommendations for prosecution; initiate enforcement action when necessary and in accordance with legislation and Council policy and bylaws. Manage potentially conflicting priorities of the Council's performance targets and the expectations of the



**Work
Matters**

customer, both internal and external.

Customer Centric

Maintain a customer centric focus, ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

Pound operations

Participate in the rotating roster to ensure the Pound is staffed appropriately at all times between the hours of operation, 7 am to 7 pm Monday to Friday and Saturday and Sunday and Public Holidays; including on call roster as scheduled where changes to the schedule are necessary. Pound is maintained including regular cleaning as required and in accordance with Council policy, practices and regulatory standards.

Administration & record keeping

Impound register is maintained with up to date accurate information ensuring all required information is available at the ready and procedures, information systems and policies are documented and complied with. Prepare written responses to the customer to conclude or provide feedback to their enquiries, complaints or investigations. Prepare and send out high quality written communication on behalf of Council's animal control function and ensure high quality records are kept as evidence that supports successful enforcement outcomes, including prosecutions.

Council Contribution

Actively and positively participate as a member of the Community Experience and Services Group and perform all reasonable duties as needed. Be a positive culture contributor. Participate in Emergency Management activities.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

