

Animal Management Officer



Come work with us!

We do everything from roads to water, reserves to resource management, community housing to town planning, cultural facilities to an aquatic centre... and so much more! With our wide-ranging responsibilities and supportive team environment there's plenty of opportunity for you to grow and develop.

Yes, life in local government can be challenging, but it's also rewarding. At Waitaki District Council we're small enough to take the time to listen, to be real and to make a difference.

And what's not to love about a place where you can be in the ocean or heading into the mountains within half an hour? Where weekends can be spent biking, hiking, skiing, boating, or simply relaxing in some of the most spectacular hospitality and scenery in Aotearoa.



Waitaki

DISTRICT COUNCIL
TE KAUNIHERA A ROHE O WAITAKI

Animal Management Officer

POSITION DESCRIPTION

Your place in Waitaki District Council

Animal Management Officer
reporting to the Compliance Lead

Purpose & outcome of this role

Deliver outstanding animal management services, promote responsible dog ownership, ensure regulatory compliance and support the Senior Animal Management Officer in regulatory tasks and public education.

About the Natural & Built Environment Directorate

Our goal is to safeguard and improve Waitaki's natural assets, buildings and infrastructure while delivering services efficiently and effectively, achieving best value for money.

Collaborating closely with the Community Engagement & Experience and Support Services Directorates, we ensure Council services meet community and customer needs.

We provide comprehensive compliance functions to build consistency and resilience. Our operations and infrastructure services are aligned across all asset disciplines into an integrated locality model.

You are part of the Officer cohort

Officers are confident delivering routine work within a well-defined area of work.

You use your understanding of our organisation, community, customers and partners to inform your thinking and advice.

With a growing depth of knowledge, you lead some pieces of work, being sure to follow established processes and approaches that keep the organisation safe.

You enhance team and organisational performance by being customer-centred, engaging well with others, working at pace, bringing fresh ideas about how work is done, and taking on greater responsibility as your knowledge grows.

Collectively we deliver on the strategic framework and Long Term Plan and role model what we ask of others across Council.

Context and responsibilities of this role

As an Animal Management Officer, you will play a vital role in safeguarding our community through effective animal control and management. Your role will be critical in upholding the Council's standards, ensuring effective animal management, and fostering trust within the community. Your responsibilities will include:

- **Ensure Rapid and Effective Animal Management:** Respond swiftly to incidents involving dog attacks on people and livestock, prioritising safety for yourself and the public. Your role involves gathering evidence and taking statements in line with the Evidence Act 2006. Address all animal control complaints within designated timeframes, aiming for permanent resolutions while adhering to Council's legal obligations.
- **Provide Comprehensive Patrol and Enforcement:** Conduct thorough patrols and enforcement activities concerning bylaw infringements, the Dog Control Act 1996, and roaming animals. Your focus will be on situations that may pose risks to public safety. Maintain accurate records and documentation for processing infringements and offences as mandated by the Dog Control Act 1996.
- **Deliver Efficient Impounding Services:** Manage the capture and impoundment of dangerous or stray animals, ensuring facilities are clean and hygienic. Confirm that all dogs are registered and microchipped before release and maintain precise impounding records. Ensure animals have adequate food, clean water, and exercise, and treat all euthanasia cases with compassion.
- **Promote Responsible Animal Ownership:** Engage with community and customers as required, providing education and raising awareness, to foster responsible dog ownership and prevent nuisance issues. Work in collaboration with the Community Engagement team to support education and communication programmes. Communicate effectively to resolve conflicts and deescalate volatile situations.
- **Support and Compliance:** Assist the Senior Animal Management Officer with investigations into bylaw breaches and other regulatory tasks. Stay updated on dog registration laws, local bylaws, and the Dog Control Act to provide informed support and maintain a strong relationship with the community.
- **Report and Advocate:** Prepare reports on key trends and statistics related to animal management, and ensure management is informed of significant issues. Submit detailed reports on incidents involving aggressive or problematic dogs to support community safety as required.

**Empowering
our people and
place to thrive**

*Whakapuāwai
takata,
Whakapuāwai
whenua*

Grade 10

Last reviewed 15-08-2024

Skills you must do well



Imagine the future

Understand the strategic context for your work, the team's work, and more broadly across Council. Bring fresh ideas and solutions that help us progress towards our goals in ways that are customer-centric, and outcomes focused.

With others, improve our systems and processes

Reciprocate knowledge sharing and build trust-based relationships. Interact and collaborate with others across Council in ways that helps make sustainable, people-centred improvements.

Develop self and others

Actively participate in our performance management framework - meet delivery and development commitments and learn from feedback you receive. Prioritise your development and learning on the job. Support others to do the same.

Have a track record of delivery

Develop plans to implement work you are responsible for to a successful conclusion. Use your judgement to prioritise work and plan and manage time effectively to meet delivery targets, regulatory, legislative and quality expectations. Deliver for your team as well as collectively for the Council.

Communicate well

Communicate well in person and in writing. Ensure communication is clear, concise and consistent with internal standards. Use concrete examples and facts and figures to support a view.

Be agile and change capable

Adapt to change and uncertainty with a growth mindset by viewing change as a catalyst for personal and professional growth. Learn how to mitigate risks, reprioritise, and spot the opportunities when change is on the horizon.

Demonstrate our values and act with integrity, transparency and trust

Keep our values front and centre, ensure they are at the heart of everything you do. Act with integrity and use our values and behaviours to hold yourself and others to account. Speak up and challenge constructively when needed so we can make a positive difference to people we work with and the customers we serve.

Customer focus

Help instil a customer-centric culture through actively gathering and integrating customer feedback related to your work. Collaborate across functions to streamline and align services with customer expectations and ensure a unified effort to consistently enhance the overall customer experience.

Demonstrate political acumen

Understand how local government decision-making and operating procedures are navigated to achieve outcomes in your area of work. Use your knowledge of key stakeholders, internal operations, and decision-making processes in Council to get work signed off.

Self-aware, reflective and adaptable

Develop self-awareness to improve how you interact and work with others. Strengthen personal capability over time and optimise effectiveness with different situations.

Resilient

Show composure, grit, and a sense of perspective when the going gets tough; keep focus on solutions and recover and learn from setbacks.

Cultural perspective

Understand and value cultural diversity, foster an inclusive and culturally sensitive work environment and help us better reflect the diverse community we serve in the Waitaki District.

Curious

Show curiosity, flexibility, and openness in analysing and integrating new ideas, information, and differing perspectives.

Relationships

Internal

- You work collaboratively with **others across Council** operating as a cohesive team.

External

- You build and maintain connections with key external contacts and organisations and extend our networks to our diverse communities to enrich our work.



Experience and qualifications

In addition to 'skills you must do well' the following experience and qualifications are specifically required for this position:

Qualification

- NCEA Level 3
- Prepared to work towards achieving level 4 in Government Regulatory Practice
- Full NZ Drivers Licence.

Knowledge & Experience

- Working knowledge of local bylaws and of the Dog Control Act.
- Experience in interpreting policies and procedures.
- De- escalation skills.
- Possess excellent interpersonal skills and be able to interact effectively with emotional and stressed customers.



All of Council responsibilities

Health, Safety and Wellbeing

You support, promote and actively participate in positive health, safety and wellbeing practices across Council.

You role model self-leadership in health, safety and wellbeing by keeping up to date with and adhering to Council policy and guidelines and contributing to a safe, healthy and resilient Council team.

Emergency Management, Civil Defence and Business Continuity

You value the role Council has in keeping the community and Council safe in response situations.

You actively participate in associated training sessions, promptly respond to adverse events, and effectively fulfil any role-specific responsibilities and/or cover those staff directly involved in the response.