

Wairoa District Council

JOB DESCRIPTION

JOB TITLE

- **Compliance Officer | Kaiurungi Tutohu**

PURPOSE

- **Assist the Compliance Team Lead to meet the regulatory requirements of the delivery of Council's Compliance services.**
- **Provide animal control and bylaw enforcement services in accordance with the relevant acts and bylaws, whilst increasing public awareness of the same.**

ORGANISATIONAL AUTHORITY

- **Work Unit:** Regulation & Compliance
- **Responsible To:** Compliance Team Leader
- **Responsible For:** N/A
- **Financial Delegated Authority:** \$500
- **Grade:** 12

SPECIFIC DUTIES & RESPONSIBILITIES

Dog Control:

- Dealing promptly and accurately with customer requests for services including managing aggressive and/or barking dogs, dog attacks and wandering dogs.
- Conducting patrols throughout the district to identify wandering and/or unregistered dogs.
- Impounding any dogs in the area that are without proper control as necessary (e.g., wandering or running at large among stock).
- Operating the Council dog pound in accordance with Council operating procedures ensuring the safety of all dogs in Council care.
- Issuing infringement notices where appropriate, recommending classification of dogs as menacing or dangerous, following robust investigative procedures, and taking other legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary.
 - Ensure the accurate collection of evidence for breaches of the law, in accordance with Council operating procedure.
- Following up on all menacing and dangerous dogs to ensure that any requirements are complied with as per legislation.
- Conduct property visits, in conjunction with other compliance staff.
- Creating and maintaining a dog control information database.
- Process dog registrations and ensure all known dogs are registered. Ensure timely follow up on the failure to register dogs as per Council procedure.
- Ensuring all dogs are destroyed humanely and disposed of in the approved manner.
- Educating dog owners around their responsibilities under the Dog Control Act and the Council Dog Control Bylaw and Policies (e.g., on-leash requirements).
- Ensure the local Dog Register is up to date, and the National Dog Database is updated accordingly. Maintain Impound Register as per Council operational procedures.

Stock Ranging:

- Safely removing all stock wandering on the road, in accordance with the Impounding Act 1955, to ensure traffic and pedestrian safety.
- Respond to and resolve wandering stock complaints in a timely manner. Impounding stock as required, and ensuring any updates logged in the impounding book.
- Recovering costs as per the Council's fees and charges schedule relating to Stock Control
- Inspecting boundary fencing at sites where stock escape from properties, assessing whether remedial action is required, and following up with owners to ensure that issues are addressed.
- Issue Droving Permits as directed and control droves as and when required.

Bylaw Enforcement:

- Ensure strict compliance with Council Bylaws, to benefit and protect the amenity of the Wairoa Community.
- When directed monitoring is undertaken, monitor restricted parking in accordance with parking restrictions.
- Issue Infringement Notices and undertake other appropriate enforcement action as required, in relation to breaches of Council Bylaws.
- Liaise with other regulatory staff in their areas of concern regarding issues brought to your attention in your day to day operations.
- Assist other regulatory staff with compliance and / or collection of evidence when appropriate.
- Report abandoned vehicles to reduce numbers in the area.
- Issue fines, infringements and / or warnings for illegal camping to reduce unlawful freedom camping in the area.
- Take legal action as may be necessary to enforce statutory requirements, including preparing documents for court proceedings and court attendance when necessary.
 - Ensure the accurate collection of evidence for breaches of the law, in accordance with Council operating procedure.

Relationship Management:

- Represent Council and maintain effective working relationships with governing bodies, Police, MPI, NZTA and other similar organisations.
- Liaise with Police and other agencies competently and professionally.
- Engage and liaise with professional service providers and contractors on behalf of Council, to meet all regulatory requirements.

Health & Safety:

- Ensure a proactive approach to health and safety at Council, ensuring personal compliance with governing legislation and company policy at all times.
- Maintain excellent communication in relation to health and safety concerns and any identified hazards, ensuring paramount importance placed on the effective and efficient management of the same.
- Do not under any circumstances, undertake duties where you have identified unmanaged risk to either your own, or others, health and safety at work.
- Take all reasonable steps to ensure that in your employment you do not undermine your own health and safety or the health and safety of any other person.

Other:

- Required to be on-call (Animal Control) 24/7 (rostered duties).
- Required to be available as an after-hours emergency management contact.
- Required to monitor and respond as required to developing events after normal working hours.
- Participate in and undertake emergency management duties as required.
- Undertake performance development tasks / responsibilities in terms of Councils system.
- Participate in Council projects and initiatives as required

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the Council is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all Council resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the Council.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the Council in good faith, promoting and protecting the Council's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

JOB SPECIFIC COMPETENCIES

- The ability to communicate effectively both verbally and in writing with a diverse range of individuals, by listening actively and using the appropriate language and manner required.
- Systematic and methodical approach to carrying out duties to meet a high standard of compliance and regulation.
- Plans work by identifying tasks and resources required, obtaining necessary authorities, prioritising necessary tasks and establishing timeframes.
- Demonstrates initiative to complete work as required, and delegates work appropriately, in the appropriate order of prioritisation.
- The ability to provide exceptional outcomes based on prior experience and the use of positive issue management styles and techniques.
- Works well both in a team environment and autonomously.
- Demonstrates a positive approach to challenging situations and well-practiced at conflict resolution.

SKILLS, EXPERIENCE & EDUCATION

Skills:

- Competent using general software applications including Microsoft Office (Word, Excel and Outlook).
- Excellent interpersonal and customer service skills.
- Ability to remain calm and considerate in the face of customer stress
- Adapts well to a fast-paced variable working environment.
- Project management and coordination skills.
- Data collation and reporting skills.
- Attention to detail.
- Animal handling skills desirable.

Experience:

- Prior experience as a compliance officer
- In depth knowledge of the Local Government Act 2002, Dog Control Act 1996, Impounding Act 1955, and the Freedom Camping Act 2011 desirable.
- Significant experience handling animals desirable

Education:

- Relevant level 5 qualification or diploma or equivalent desirable.
 - Clean, current drivers licence required.
 - Firearms licence desirable.
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