

Job Description

My Position

Position:	Community Compliance Officer
Section:	Regulatory
Group:	Environmental Assurance
Responsible to:	Team Leader – Community Compliance
Job Purpose:	<ul style="list-style-type: none">• To provide a competent and timely enforcement services relating to key regulatory work programmes including Dog Control, Animal Control (other than dogs), Freedom Camping, Removal of Abandoned Vehicles, Parking Control, Dog Registrations and other statutory functions pursuant to national legislation and local bylaws within the boundaries of Tasman District in a high quality and efficient manner.• Promote and educate responsible animal and dog ownership, carry out regular parking enforcement and freedom camping patrols to monitor compliance.• To provide a professional responsive service to customer enquiries and requests for service.• Investigate complaints related to animals including wandering stock, and where necessary impound and/or destroy animals in accordance with Council policy.• Act as Animal Shelter Officer to ensure an efficient operation of the Council's animal shelter as required.

Our Council

Our District Vision:	Thriving and resilient Tasman communities <i>Te Manawaroatanga o Te Tai o Aorere kai tupu, kia rea</i>
Our Purpose:	Delivering Public Value

Our Values

We support our Vision and Purpose through living our values.

Auaha – Innovation. *I oreā te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We deliver differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We free share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success

- We bring the right attitude to work
- Safety and wellbeing come first

- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Environmental Assurance Group

The Environmental Assurance Group looks after most of the Council's regulatory functions which facilitate the development and use of land, water, and coastal resources, and which regulate activities in order to protect and improve public health and safety and the environment, and to minimise nuisance and harm to people and places. The functions undertaken include building control, resource consenting and compliance, environmental health (including food safety), alcohol licensing, animal control, parking control and maritime safety.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
<p>Dog and Animal Control</p> <ul style="list-style-type: none"> • Carry out patrols and respond to reports of wandering dogs and animals and impound or take other appropriate actions. • Promptly respond to all incidents of aggressive or menacing dogs and other animal related complaints as set out in the Regulatory Services Enforcement Procedures Guidelines. • Ensure that all known dogs are micro-chipped and registered as per Council bylaws and policy. • Undertake annual inspections of all dogs classified as dangerous or menacing. • Respond immediately to incidents of stock on Council roads. • Ensure the safe and secure impoundment and humane disposal of stray animals or animals otherwise authorised by law to be destroyed. • Liaise with animal owners and other key stakeholders as necessary. 	<p>Dog and Animal Control</p> <ul style="list-style-type: none"> • All animals the Officer handles are treated humanely and with due care. • Swift response to complaints and reports of wandering dogs and animals is evident. • Appropriate decisions and actions are made within the job holder's area of competence and delegated authority. • Services requests are dealt with promptly or forwarded onto other agencies as appropriate to the circumstances. • Accurate information collection and is evident. • Professional, constructive and courteous manner when communicating with animal owners and other stakeholders is evident.
<p>Regulatory Control</p> <ul style="list-style-type: none"> • Provide competent and timely regulatory and enforcement services relating to key regulatory work programmes including: <ul style="list-style-type: none"> - Parking - Abandoned vehicles - Freedom camping - Litter • Issue Infringement Notices for offences against the Litter Act, Freedom Camping Act, parking fines under the Transport Act and associated Council Bylaws. • Other associated administration tasks are completed in an efficient and timely manner. 	<p>Regulatory Control</p> <ul style="list-style-type: none"> • Infringement notices are issued in accordance with legislation and processed appropriately, including lodgement with the Court as required • Infringement notices comply with the legal requirements and are used effectively as a judicial tool. • Accurate and up to date administration records are evident and available to key users.
<p>Investigation and Enforcement</p> <ul style="list-style-type: none"> • Carry out investigations of properties with unregistered dogs. • Provide abatement solutions and instructions to dog and animal owners to abate animal nuisances. 	<p>Investigation and Enforcement</p> <ul style="list-style-type: none"> • Investigations, inspections and audits are carried out efficiently and adhere with Council process and policy at all times.

<ul style="list-style-type: none"> Inspect properties for compliance with Council bylaws and policy. Investigate offences and prepare accurate prosecution files as required. Appear as a witness in judicial hearings as required. 	<ul style="list-style-type: none"> Reports outline issues clearly, correctly outline any non-compliance and provide appropriate mitigation solutions. Note taking and report writing can be relied upon as accurate and concise. Officer acts as a reliable witness when required.
Animal Shelter Operations <ul style="list-style-type: none"> Ensure that all impounded dogs and animals are properly cared for. Ensure all policies are followed prior to re-homing dogs for adoption. Animal shelter register is maintained and up to date at all times. 	Animal Shelter Operations <ul style="list-style-type: none"> All animals the Officer handles are treated humanely and with due care. All policies and procedures are adhered to all times. Animal shelter facilities are kept clean, fit for purpose and operable at all times.
Administration <ul style="list-style-type: none"> Maintain accurate and up to date regulatory control records in associated systems and databases. Prepare timely and accurate reporting on regulatory and animal control activities as required. Contribute to the development and ongoing improvement of compliance and enforcement policy and process. 	Administration <ul style="list-style-type: none"> Accurate and up to date records are evident and available to key users. Timely and accurate reporting is evident. Contributions to process and policy improvement is evident.

My Contribution

Accountability

- I take responsibility for my performance, decisions and actions and how these impact on others.
- I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.
- I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

Customer Focus

- I focus on the needs of our customers and provide all of them with outstanding service.
- I treat all people with respect, and I deliver on the commitments I make.
- My actions are fair and build trust with my colleagues, customers and our community.

Relationship Building

- I build and maintain genuine relationships with my colleagues, customers and our community.
- I actively listen to others and am supportive, friendly and helpful.
- I respect all cultures and act in ways that make others feel included and valued.

Resilience & Adaptability

- I support new ways of working and am able to be flexible and calm when facing change or difficult situations.
- I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.
- I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive

- I take responsibility for my own learning and development and welcome feedback to improve my performance.
- I effectively plan, manage and prioritise my work and deliver it on time.
- I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.

Collaboration & Inclusion

- I actively contribute to the achievement of team goals and objectives.
- I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.

Civil Defence Emergency Management

- I provide assistance and support during civil defence / emergency management activities.
- I participate in civil defence and emergency management training.

Working within te ao Māori

- I have a sound understanding of the Council's Te Tiriti o Waitangi obligations.
- I contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Iwi.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- Secondary education to NZQA Level 3 or equivalent level of learning through experience.
- Minimum of two years previous experience in a regulatory or compliance or similarly focused role.
- Previous experience and/or knowledge of animal behaviour and husbandry, and knowledge of associated risks.
- Understanding and working knowledge of statutes associated with regulatory services activities i.e. Dog Control Act 1996, Stock Impounding Act 1995, Freedom Camping Act 2011, Transport Act 1998, Litter Act 1979.
- Good digital literacy and competent with the Microsoft 365 suite.
- Must have high level of physical fitness and capability to work outdoors in all weather conditions.

My Personal Attributes:

- An ability to remain calm under pressure, deal with difficult situations and the ability to facilitate outcomes.
- Good written and oral communication skills with the ability to effectively communicate with staff, members of the public and stakeholders.
- Good problem solving, analytical skills with an eye for detail.
- Initiative and good judgement skills.
- Good organisational skills and an ability to plan and schedule your own work, and to work with limited supervision and under tight time constraints.
- An ability to relate to a wide range of people and a proven commitment to quality customer service.
- The ability to adjust frequently and successfully in a changing work environment.
- The ability to work as part of a team.
- The ability to make sound decisions in respect to personal safety.
- Available for after hours, weekend and public holiday rostered work.

My Agreement

My Name:

My Signature:

Date: