

Kia Ora Applicant,

Thank you for your interest in the advertised position with our Council. This document tells you a little bit more about who we are, the role here and some things about our District.

About our Organisation

Our Character

The South Taranaki District Council (STDC) is a mid-sized local authority with around 220 staff (165 FTEs). We are a rural local authority operating in one of New Zealand's most vibrant economic regions and are responsible for a wide range of local services including roads, water reticulation, sewerage and refuse collection, libraries, parks, recreation services, local regulations, community and economic development, and town planning. The Council's main office is based in Hāwera (population approx. 12,000) and there are several satellite offices in towns throughout the district.

We are a progressive, value-based organisation, which is dedicated to providing quality services and facilities for our communities. We place a strong emphasis on our organisational culture, which is in turn supported by high levels of employee engagement (the Council is one of only 10 organisations in NZ that are members of the IBM/Kenexa Best Workplaces 5 Year League).

Living our Values

Our values are not voluntary suggestions; they are non-negotiable behaviours. Every STDC employee is expected to endorse and support the Council's strategy, goals and values and actively work to achieve them. This means behaving with a high level of professionalism and integrity by exhibiting courtesy and impartiality towards colleagues and the community.

Values and Common Purpose



MAKING OUR *communities* **BETTER**

About our District

South Taranaki, a better lifestyle

South Taranaki is one of the three districts which make up the greater Taranaki region – which was voted the 2nd best region in the world to visit in 2017 by Lonely Planet. South Taranaki is situated on the west coast of the North Island with the main centre, Hāwera (pop 12,000) roughly midway between Whanganui and New Plymouth. The district has a population of approximately 30,000 people spread throughout seven towns and a number of smaller rural and coastal communities, all of which have a strong sense of community.

In terms of lifestyle, it doesn't get much better than South Taranaki. Recreational opportunities abound and everything is at your doorstep - the mountain and the sea are only a stone's throw apart. The rugged coastline offers some of the best surfing and windsurfing in New Zealand (Surf Highway 45 is considered one of the best surf coastlines in the world) and the fishing off the South Taranaki coast is just superb. The breath-taking Mount Taranaki provides great walking and tramping opportunities.

South Taranaki has an amazing number of high-quality facilities that districts our size would usually struggle to have. From a state-of-the-art multi-purpose sport, events and recreation complex to modern cinemas, function centres, libraries, art galleries, museums, parks and aquatic centres - South Taranaki boasts all the benefits of a city without the hassles. Add to that, minimal traffic, low unemployment, affordable housing and safe, caring communities and you'll see why South Taranaki is the perfect place to raise a family and call home.



What this job involves

Nature and Scope

The primary purpose of this role is to ensure community safety, safe streets and public spaces through the appropriate enforcement of the dog and animal control bylaws. The Compliance Officer also promotes better care and control of dogs, provides public education and also manages unwanted animals and the rehoming of dogs. Keeping the pound facilities maintained is also a requirement of this role.

This is a busy role with plenty of variety from patrolling areas within the district where dog control problems may occur and dealing with animals and owners, and enforcing the requirements of the Dog Control Act, Dog Policy and Bylaws, Stock Control Bylaw, Impounding Act and any other relevant Act or Bylaw. In addition, this role will attend Council hearings and the district court when required by the Regulatory Services Manager and deal with any other environmental nuisances as directed.

The Council provides a 24-hour animal management service therefore, a requirement of this role is working on a 24-hour after-hours roster.

Other Duties

The employee will undertake other activities, duties or internal projects as directed by their Manager/Group Manager in an efficient and effective manner. This may include being a back up to the parking control functions of the unit.

The Position

This is a permanent full-time 40 hour per week position based at the Pound and the Administration Building in Hawera and will report to the Regulatory Services Manager.

Salary and Conditions

The Council operates under a Total Remuneration Strategic Pay grading system and the grade for this position is **11**. The salary range for this position is between **\$67,050pa and \$74,500pa** and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

Hours of Work

Hours of work will normally be at least forty (40) per week allocated on a rotating roster system which will operate over seven (7) days of the week, Monday to Sunday inclusive. You will work a minimum of eight (8) hours each day.

The current roster requires work to be performed between 6:00 am and 8:30 pm daily, with staggered start times.

The Council provides a 24-hour animal management service therefore; a requirement of this role is working on a 24-hour on-call roster.

Relocation Expenses (Permanent Positions Only)

The Council may assist with relocation expenses for household goods only on the basis of at least two competitive quotes. Should the appointee leave the Council's employment for any reason within a period of two years of the appointment, the Council will require the appointee to refund the removal cost on a pro rata basis.

Applications

If you would like to join NZ's most "Can Do Council", please apply online via the Council's website, www.southtaranaki.com under Council Vacancies. The deadline time and date for applications is stated on the Application Form.

If your application is successful, the information on your application form will become part of the Council's personnel records.

Thank you again for considering joining Council's staff and if you would like more information on this position or to discuss what it's like to work for an outstanding rural local authority, ring us on 278 0555 (local) or 0800 111 323.

You will find the job description for the position and Council's Vision and Values on the next few pages.

PEOPLE & CAPABILITY TEAM

Position Description

| Position Details | | | |
|-----------------------------|--|----------------------------|------------------------|
| Title: | Compliance Officer – Animal Management | | |
| Unit: | Regulatory Services | Group: | Environmental Services |
| Position Reports to: | Compliance Team Leader | | |
| Salary Grade: | 11 | Staff Management: | Nil |
| Special Conditions: | Rostered after hours duties | | |
| Position Occupant: | Vacant | | |
| Date Created: | August 2020 | Date Last Reviewed: | April 2024 |

Position Objective

The purpose of this role is to ensure Council achieves its objective by ensuring public safety, safe streets and public spaces through effective management, appropriate enforcement and compliance in accordance with legislative requirements.



| Important Functional Relationships | |
|---------------------------------------|---|
| Internal | Purpose of Contact |
| Council Staff | To collaborate with internal stakeholders including but not limited to Customer Service, Finance, Health and Safety, Legal, Policy, Roading, Infrastructure, and Iwi Liaison to ensure policy development, implementation, and decision-making is informed, legally compliant, and culturally sensitive. That all operational matters including but not limited to public communication, payroll, health and safety, and vehicle maintenance are managed effectively. |
| External | Purpose of Contact |
| Contractors (including legal counsel) | To collaborate with external contractors to ensure related animal management services comply with standards, health and safety requirements and contractual obligations as and when needed. |
| General public | Educate and provide awareness re welfare of animals and owners responsibilities, responding to complaints, enforcement and compliance. |
| Veterinarians | Collaboration on animal health and welfare |
| NZ Police | Dealing with aggressive animals, public, safety incidents or emergencies. |
| School Groups | Education programmes and awareness campaigns. |
| District Court | On those occasions where enforcement matters go to prosecution. |

| Key Duties and Functions |
|---|
| <p>Operations & Teamwork</p> <ul style="list-style-type: none"> • Undertake duties as outlined in the Dog Control Act 1996, the Impounding Act 1955, Dog Control Policy and Bylaws. • To provide technical advice and attend to customer enquiries. • Provide a prompt and efficient service within agreed timeframes. • Follow-up all matters to ensure customer is aware of status of query/complaint. • Actively work to ensure all dogs over 3 months are registered. • Participate willingly and positively as a member of the Animal Control Unit, maintaining positive working relationships within the unit and with other staff members. • Responding to after-hours calls and taking corrective actions. <p>Monitoring & Enforcement</p> <ul style="list-style-type: none"> • Patrol areas within the district where animal management problems may occur and deal with animals and owners. • To undertake enforcement of all aspects of the Dog Control Act Dog Policy and Bylaws, Stock Control Bylaw, Impounding Act and any other relevant Act or Bylaw. • Carry out inspections for Selected Owner status. • Secure wandering stock. • Issue Notices to Register and Infringement Notices for unregistered dogs in accordance with Council's procedures. • Gather evidence and draft statements for enforcement purposes. • Attend Council hearings and the District Court when required by the Regulatory Services Manager. • Deal with any other environmental nuisances as directed. <p>Customer Excellence & Education</p> <ul style="list-style-type: none"> • Ensure dog owners are aware of their responsibilities. • Carry out regular property visits to known dog owners. • Liaise with farmers on adequate stock control. • Provide education material to dog owners on control, care and welfare of dogs. • Ensure customers are treated with respect and in a friendly and professional way whilst focusing on |

proactive resolutions.

- Attend speaking engagements to community groups, as directed.

Reporting

- Ensure information is accurate and easy to understand (jargon-free).
- Update Customer Requests (CRMs) to show specific actions taken.
- Assist with the development of forms and brochures.
- Maintain animal control records, time sheets and other records and systems related to this role.
- Assist with the maintenance of an up-to-date register of dogs within the district.

Pound Keeping

- Manage the day-to-day operation of the Animal Pound (Pound Cleaning)
- Responsible for the care, welfare and disposal of impounded animals (Pound Management).
- Keep accurate records of impounding register.
- Impound stray dogs and roaming stock.
- Sell impounded unclaimed stock.

Generic Duties and Functions

Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Manage Contractor Health and Safety as per the Contractor H&S Manual and system (when this is a requirement of the position).

Information Management

All staff are responsible for:

- Complying with the Council's documented records management policy, processes, procedures and guidelines.
- Using the Council's approved information repositories to create or capture records.
- Learning how to file and find records in the Council's approved information repositories.
- Ensuring no records are destroyed or removed without approval from Information Management.

Civil Defence

- Attend Emergency Management training at Foundation level.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

Iwi/Council Partnerships

- Demonstrate respect for mana whenua, understand the values within *He Pou Tikanga*, and be aware of the Council's partnership commitments to iwi and Māori.

Other

Other duties as directed, within the skills and capabilities of the employee.

Attributes and Capabilities

Attention to Detail

- Does work right the first time.
- Ensures information is complete and accurate.

Communication skills

- Listens actively.
- The ability to express oneself clearly in conversations and interactions with others.
- Speaks clearly and can be easily understood.
- Uses an appropriate business writing style, grammar and choice of words.

Computer Competency

- Computer- literate with software proficiency covering a variety of applications.

- Understands Microsoft operating systems.

customer Service

- Actively promotes and demonstrates Council’s Customer Service Standards.
- Strives for high customer satisfaction, going out of the way to be helpful and pleasant, making it an easy and positive experience for the customer.
- Recognises different customer service styles and adjusts own service style to achieve the right balance between the needs of the organization and the customer.
- Uses effective strategies to manage or resolve conflict in a positive way.

Decision Making Skills

- Makes decisions exhibiting judgement and understanding of the issues.
- The ability and confidence to make appropriate decisions in a timely manner.

Driver’s License

- A driver’s licence is required for the position.

Negotiation/Conflict Resolution

- Utilizes appropriate interpersonal styles and methods to gain agreement or acceptance of an idea, plan, activity or service.

Personal Credibility

- Demonstrates concern that one be perceived as responsible, reliable, and trustworthy.
- Does what he/she commits to doing.
- Develops a reputation for giving honest and truthful information that can be verified.
- Carries his/her fair share of the workload.
- Takes responsibility for own mistakes; does not blame others.
- Builds a reputation for truthful and ethical behaviour.

Physical Ability

- Physical capability required for the job.

Technical Expertise

- Is sought out as an expert to provide advice or solutions in his/her technical area.
- Keeps informed about cutting-edge technology in his/her technical area.

Working Independently

- The ability to work independently, with minimal supervision.

Knowledge, Experience, Qualifications & Skills

Essential

- New Zealand Certificate in Regulatory Compliance (Operational Practice) (Level 4).
- Comprehensive knowledge of Relevant Legislation - Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955, Dog Control Bylaw and Policy, Stock Control Bylaw and other related Bylaws.
- A current NZ Driver’s Licence.
- Experience and confidence when handling dogs and stock.
- Well-developed investigative and problem-solving skills.

Desirable

- Conflict resolution skills.
- Practicable animal control experience.
- Civil Defence Training and/or a willingness to be involved in the Councils Civil Defence responsibilities.
- First Aid Certificate.

Care and Responsibility

All employees are expected to care and be responsible for the organisation's resources, relationships, and reputation. This includes demonstrating care, integrity, and accountability in all aspects of their work, contributing to the long-term sustainability and wellbeing of the organisation, the community, and the environment. Employees are encouraged to make decisions and take actions that reflect the organisation's values and support its strategic goals.

Changes to Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment - including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance development planning (PDD) cycle or as required. No significant changes to this position description will be made without consultation and agreement of the position holder.