

JOB DESCRIPTION

Job Title	Animal and Compliance Services Officer
Position Status	Permanent
Hours of Work/Days of Work	Full time, 40 hours per week - Monday to Sunday – On roster and on call
Business Unit & Team	Service Delivery, Animal and Compliance Services
Reports to	Manager Animal & Compliance Services
Direct Reports	N/A
Base Location	Dargaville or Mangawhai
Salary Grade	12
Delegations	N/A
Key Internal and External Partners/Customers	TBC

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

To keep people in our District safe by responding to their concerns on dogs, wandering stock and monitoring and compliance, satisfying Council regulatory responsibilities.

Provide education to the community about dog and stock ownership, fostering understanding, and promoting compliance with relevant legislation.



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

Service Delivery	• Maintain existing monitoring and compliance systems. • Ensure policies and procedures are in place and relevant. • Ensure all correspondence is customer focused and easy to understand. • Record accurate statistics and prepare reports as required. • Assist the Team with research to provide accurate information for our customers. • To provide a quality animal control service that ensures the safety of the community and animals within Council's custody. • To work in a team to deliver excellent customer service in relation to the control of animals, including attending callouts to ensure the service is maintained at all times for the benefit of the community.
Education, Monitoring and Compliance	• To build and maintain effective relationships with residents and other members of the community, including other agencies, providing information and education, so that they can fulfil their obligations relating to the control of animals. • Opportunities for continuous improvement in service, processes and systems are identified to enhance Council's reputation, and delivery to the community. • Actively participates in delivering educational programmes to the community as required. • Ensure complaints and customer enquiries are addressed in a timely fashion. • Take the necessary enforcement action relating to breaches of the District Plan, General Bylaws and other relevant legislation. • Enquiries are responded to with accurate and appropriate information, and within agreed timeframes in accordance with Kaipara District Council's request for service procedures. • Quality information is provided that helps ensure the community is kept safe and can fulfil their obligations in relation to animal control. • Opportunities for providing an education service to the local community in relation to animal services, are identified and implemented, for example, school and community group visits. • Proactive patrolling and monitoring and compliance.
Health, Safety and Risk	• Ensure own and others safety at all times. • Complies with policies, procedures and safe systems of work. • Reports all incidents/accidents, including near misses in Council's recognised format, in a timely manner. • Actively participates in any hazard management and identification process. • Escalates risk as per Council's Risk Management Policy.
Other Duties	• Other tasks and/or projects as assigned. • Understand customer needs and deliver the expected outcomes. • Comply with policies, procedures, standards and legislation relevant to the



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role including people and capability, workplace health and safety, ethical behavior, equal employment opportunity and anti-discrimination.

- Maintain records in compliance with the Public Records Act 2005.
- Ensure behaviour aligns with the Council values below.

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing

- Take care of your own health, safety and wellbeing and that of others affected by your work
- Ensure prompt reporting of all Health and Safety hazards or incidents

Professional Development

- Participate in monthly and yearly roadmap planning and chats with your manager
- Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities.
- Complete annual mandatory learning.

Other Organisational Responsibilities

- Provide CORE customer experience (connected, open, reliable and easy)
- Champion our values
- Adhere to our ways of working (WoW)
- Observe KDC policies, procedures and guidelines
- Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice
- Maintain records in compliance with the Public Records Act 2005
- Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required
- Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies
- Other tasks and/or projects as assigned

COMPETENCIES

Leader of Self

- Work Together
- Deliver Results
- Champion Innovation
- Provide Customer Experience Excellence
- Make Informed Decisions
- Communicate Clearly



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SUCCESS PROFILE

Qualifications & Experience

- A sound knowledge of Council's Policies and Bylaws, the Dog Control Act 1996 and any amendments, the Stock Impounding Act 1955 and the Health Act 1956
- Knowledge of the Local Government Act 1974 and 2002, Kaipara District Council General Bylaws 2008, Land Transport Act 1998
- Experience in enforcement of legislation
- Experience for preparing and presenting at Court, at Hearings and Council Committees
- Experience in handling dogs and stock including the microchipping of animals
- First aid certificate (current)
- Desired – National Certificate in Compliance and Regulatory Control (Animal Control)
- Excellent customer service experience

Role Specific Skills & Attributes

- Excellent time management
- Good working knowledge of MS Office applications ie word, outlook and excel specialist databases and internet explorer
- Ability to establish and maintain effective relationships with customers and external agencies and gain their trust and respect
- The ability to deal rationally with irate people by remaining calm
- High level of innovation and ability to problem solve
- Ability to work unsupervised
- Ability to understand and comply with legislation and regulations

Other Role Requirements

This role requires:

- regular travel across the Kaipara region
- a full NZ Driver Licence
- good physical fitness
- you to be on call, or attend some emergencies outside of core work hours
- you to be on a roster



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