

Position Description

Position Title:	Animal Management Officer
Reports To:	Team Leader – Animal Services
Responsible For:	N/A
Group and Team:	Consenting and Environment – Compliance and Enforcement
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To provide high-quality, hands-on care and welfare for animals housed at the Animal Care Facility. Ensure animals receive appropriate feeding, monitoring, enrichment, and handling, while maintaining a safe, clean, and well-managed facility. Support positive animal welfare and community outcomes through practical care, accurate record-keeping, and education-based engagement, contributing to responsible animal ownership and humane outcomes for animals in care.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Animal Care and Welfare

- Provide daily care for animals, including feeding, watering, cleaning, exercising and enrichment, in accordance with legislation, welfare codes and Council policies.
- Monitor animal health, behaviour and wellbeing, identifying signs of illness, injury or stress and escalating concerns promptly.
- Safely handle and restrain animals using appropriate, low-stress techniques.
- Support humane outcomes such as reunification, rehoming, transfers or other approved pathways.
- Assist with animal intake, holding, transition processes and preparation for transport, veterinary care or release.
- Administer basic treatments as directed and coordinate timely veterinary care for sick or injured animals.
- Safely implant microchips and support identification processes including scanning and registration checks.
- Assist with animal assessments, enrichment, socialisation and rehabilitation activities to promote behavioural and physical wellbeing.
- Assess animal temperament and behaviour to inform care plans and rehoming decisions.
- Coordinate animal transfers, releases, rehoming or euthanasia in line with policies and legislation, ensuring respectful and humane treatment.
- Carry out impound-related duties including feeding, laundry, record keeping, transport coordination and general facility upkeep.
- Assist team members with site visits as required.

Animal Care Facility Management

- Maintain a clean, safe and hygienic environment across kennels, enclosures, exercise areas and operational spaces.
- Follow cleaning, disinfection, biosecurity and infection-control procedures to minimise illness and disease transmission.
- Monitor and maintain equipment, reporting maintenance or safety issues promptly.
- Support efficient intake, holding, release and rehoming processes.
- Assist with stock control, including food, cleaning supplies, PPE and ordering replenishments.
- Contribute to daily facility operations such as monitoring kennel occupancy, maintaining hygiene standards and observing animal health.
- Maintain accurate, up-to-date facility registers and records of impounded animals, adoptions and releases.
- Assist with contractor coordination when required.

Community Education and Engagement

- Engage with members of the public regarding impounded animals, reclaiming pets, adoption enquiries and facility processes.
- Provide clear, practical education and advice on responsible animal ownership.
- Support positive interactions during stressful situations, such as distressed owners or impound collections.
- Promote responsible animal welfare and ownership through education, advice and engagement on containment, registration, welfare and behaviour.
- Build positive, constructive relationships with the community, veterinarians and animal welfare organisations.
- Participate in rehoming and adoption processes, promoting positive outcomes.

Compliance Support and Early Intervention

- Respond to low-risk complaints with an education-first approach.
- Undertake proactive checks for registration, microchipping and welfare compliance.
- Issue warnings and notices within delegated authority.
- Monitor ongoing compliance and escalate serious, repeat or high-risk matters to management.

Administration and Record Keeping

- Maintain accurate, up-to-date and auditable records of animal intake, care, treatments, movements, inspections, complaints and outcomes in line with legislative and organisational requirements.
- Support animal identification and administrative processes, including registrations, licensing, fee processing and related tasks.
- Follow up on unregistered dogs and ensure all animals leaving the facility meet microchipping requirements.
- Assist with reporting, audits, and data entry where required.

Collaboration and Service Excellence

- Take action to positively contribute to:
 - A collaborative and positive team culture for Consenting and Environment.
 - A coordinated and cross-departmental approach to service delivery and decision making.
- Demonstrate behaviours that support a core focus for service delivery in the following areas:
 - The customer is at the centre of everything we do.
 - Effective, efficient ways of working that deliver great outcomes.
 - Sector-leading innovation.
 - Pragmatic decision-making, with the confidence to balance risk across customer outcomes, legislation and regulatory requirements.
 - An enabling approach to sustainable development.

Regulatory Ownership

- Contribute to Council's role as a regulator, enabling an education-first approach to regulation and enforcement.
- Take action to ensure Council responsibly discharges its obligations as a regulator.
- Contribute to balanced risk management practices that support pragmatic decision making and service delivery.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

Level 3 Certificate or Diploma in Animal Care, Veterinary Nursing, Animal Management, Veterinary Technology or equivalent relevant experience
Current Full NZ Drivers Licence

Desirable:

Microchipping certification (approved implanter training)
First Aid (general or animal-specific)
Health and Safety training
Relevant qualification in animal care or welfare

Knowledge, Skills and Experience

Essential:

Minimum 2 years' experience in animal care, animal management or a related field
Demonstrated ability to safely handle animals (especially dogs and potentially aggressive animals)
Experience with animal behaviour assessment and enrichment, rehabilitation or rehoming processes, euthanasia procedures (or ability to learn) and/or record keeping and animal management systems
Ability to recognise signs of animal health or behavioural issues
Ability to remain calm in stressful or emotional situations
Compassion and empathy balanced with professionalism
Excellent attention to detail
Physical fitness
Strong written and verbal communication skills
Safety-focused and detail-oriented
Customer-focused with good problem-solving skills
Dealing with the public (e.g., owners, adopters, complaints)
Decision-making and judgment
Ability to perform physically demanding tasks (lifting, cleaning, standing for long periods)
Experience in animal care or shelter environment (preferred)
Strong animal handling skills
High attention to cleanliness and procedural compliance
Teamwork and cooperation
Adaptability in a fast-paced environment

Desirable:

Experience working in an animal shelter or care facility.
Knowledge of local government animal-related legislation and bylaws

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.