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 (208 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, values-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.

# Living our Values

We see our values as more than just guidelines, they are the foundation of our organisation's culture. We encourage all of our employees to adhere to the Council's values. This means behaving with a high level of professionalism and integrity, showing respect towards colleagues and the community.

# Values and Common Purpose



# 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 30,400 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 Compliance Officer – Animal Management plays a key part in South Taranaki District Council's commitment to public safety, animal welfare, and safe streets and public spaces. The role delivers animal management, compliance, education and enforcement services across the South Taranaki District. It administers and enforces the Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955, Council's Dog Control Policy and Bylaws, the Stock Control Bylaw and other relevant legislation, policies and procedures. The position is varied, community-facing and mostly field-based. It covers responding to complaints and incidents such as dog attacks, aggressive behaviour, excessive barking, wandering dogs and stock issues. The officer also patrols, investigates, gathers evidence, keeps accurate records, and performs pound duties and supports pound operations.

The role works independently and with a wide range of people. It calls for sound judgement, resilience and a fair, professional, solutions-focused approach to compliance. Duties may include capturing, seizing, transporting and impounding dogs, stock and other animals safely and humanely, and preparing reports and evidence for hearings or court proceedings. The officer works with veterinarians, Police, the SPCA, neighbouring councils, contractors, schools and community groups, and promotes responsible animal ownership throughout the district. Council provides a 24-hour animal management service, so the role includes full participation in a rostered after-hours and weekend duty roster. This roster responds to urgent public safety, animal welfare and compliance matters.

### 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.

# The Position

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

### 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 **$69,300pa and $77,000pa** and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

For part-time positions, the actual salary will be calculated on the number of hours worked multiplied by the hourly rate.

### Hours of Work

Council's offices are open to the public from 8.00am to 5.00pm, Monday to Friday. Hours of work for the position to be filled will be discussed at the interview.

### 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.

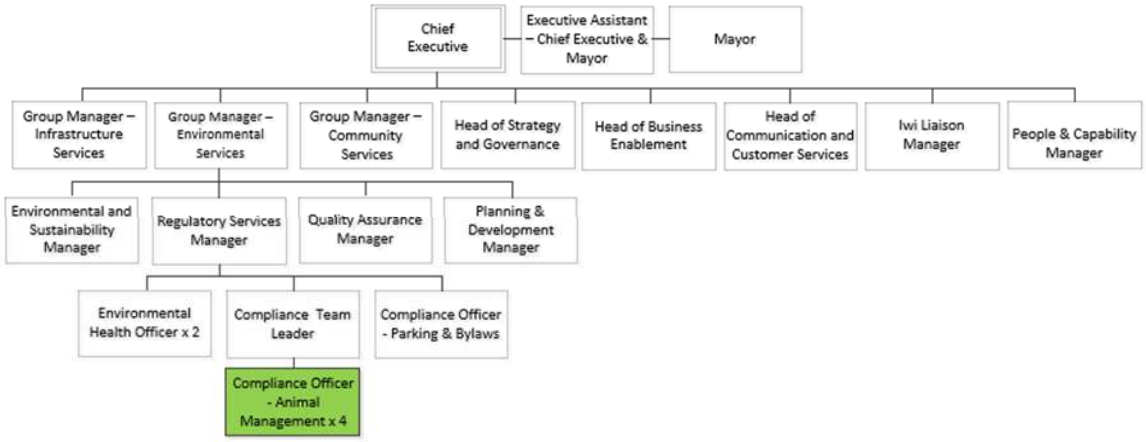
**PEOPLE & CAPABILITY TEAM**

# Position Description

| Position Details | | | |
|---|---|---|---|
| **Title:** | Compliance Officer – Animal Management | | |
| **Unit:** | Regulatory Services | **Group:** | Environmental Services |
| **Position Reports to:** | Compliance Team Leader | | |
| **Salary Grade:** | | **Staff Management:** | Nil |
| **Special Conditions:** | Rostered after-hours duties and weekend work required to support animal management responses, urgent incidents and Public Safety. | | |
| **Position Occupant:** | Vacant | | |
| **Date Created:** | August 2020 | **Date Last Reviewed:** | November 2026 |

## Position Objective

The purpose of this role is to support public safety, animal welfare, safe streets and public spaces by delivering effective animal management, compliance, education and enforcement services across the South Taranaki district. The position administers and enforces relevant legislation, policies and bylaws relating to dogs, stock and other animals, responds to customer requests and incidents, undertakes investigations and evidence gathering, maintains accurate records, and promotes responsible animal ownership through professional, fair and solutions-focused engagement.




## Important Functional Relationships

| Internal | Purpose of Contact |
|---|---|
| Compliance Team Leader and Animal Management team | Coordinate daily animal management work, after-hours response, investigations, enforcement decisions, pound operations, service standards and operational priorities. |
| Customer Services and Contact Centre | Receive, clarify, update and close customer requests, ensuring complainants and animal owners receive accurate, timely and professional information. |

| | |
|---|---|
| Legal, Policy, Finance, Information Management, Health and Safety, Roading, Infrastructure and Iwi Liaison staff | Seek specialist advice, support compliant decision-making, maintain accurate records, manage health and safety risks, support operational matters and ensure culturally respectful practice. |
| Elected Members and Hearings Committee, when required | Provide accurate information and evidence for hearings, classifications, appeals or enforcement matters, as directed by management. |
| **External** | **Purpose of Contact** |
| General public, complainants, dog owners, stock owners and farmers | Respond to complaints and requests, educate owners on responsibilities, support voluntary compliance and take fair enforcement action where required. |
| Veterinarians, SPCA, Police, Māori Wardens, neighbouring councils and contracted service providers | Coordinate animal welfare, aggressive animal, public safety, incident response, stock control, technical advice, rehoming, euthanasia and cross-boundary matters. |
| Schools, community groups and local organisations | Deliver education, awareness and responsible ownership initiatives that improve public safety and animal welfare outcomes. |
| District Court, legal counsel and enforcement agencies | Prepare accurate evidence, statements and reports, attend hearings or court when required, and support legally robust enforcement outcomes. |

## Position Duties and Functions

**Operational Responsibilities**

- Respond to animal management complaints, service requests and incidents, including dog attacks, aggressive behaviour, excessive barking, wandering dogs and stock issues.
- Patrol areas where animal management issues are known or likely to occur and take appropriate action to prevent harm, nuisance or non-compliance.
- Capture, seize, transport and impound dogs, stock and other animals safely, humanely and in accordance with legal requirements and Council procedures.
- Participate in rostered after-hours duties and respond appropriately to urgent public safety, animal welfare and compliance matters.
- Operate independently and as part of the Animal Management team across the district, making sound operational decisions in challenging or time-critical situations.

**Monitoring, Compliance and Enforcement**

- Administer and enforce the Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955, Dog Control Policy and Bylaws, Stock Control Bylaw and any other relevant legislation, policy or bylaw.
- Ensure all dogs over three months are registered, maintain accurate dog registration records, and issue notices or infringements where required.
- Assess and manage dangerous and menacing dog matters, including classifications, monitoring, seizure and follow-up action in accordance with delegations and legislation.
- Investigate offences, gather evidence, complete interviews and statements, and prepare reports or prosecution files to a standard suitable for hearings or court proceedings.
- Attend Council hearings, District Court or other proceedings as required and provide clear, accurate and professional evidence.

**Pound Keeping and Animal Welfare**

- Manage day-to-day pound operations, including cleaning, animal care, feeding, shelter, hygiene, security, visitor service and accurate impounding records.
- Ensure impounded animals are handled, housed, assessed, released, rehomed or disposed of safely, humanely and in accordance with legislation, Council policy and recognised good practice.
- Maintain accurate pound, impounding, release, microchipping, rehoming and disposal records.
- Work with veterinarians and other authorised providers on animal welfare, treatment, euthanasia and related matters when required.
- Ensure wandering stock is secured, recorded, cared for and released or disposed of in accordance with the Impounding Act 1955 and relevant bylaws.

**Customer Excellence and Education**

- Provide accurate, consistent and jargon-free advice to customers, complainants, animal owners and stakeholders.
- Follow up complaints and service requests so customers are kept informed of progress, outcomes and next steps within agreed timeframes.
- Promote responsible dog and stock ownership through education, advice, property visits, community engagement, school or group presentations and awareness material.
- Use conflict resolution and de-escalation techniques to manage challenging, emotional or confrontational situations professionally and safely.
- Build rapport with people from diverse backgrounds and adapt communication style to support voluntary compliance wherever appropriate.

**Reporting and Documentation**

- Maintain complete, accurate and timely records in Council systems, including customer requests, investigation notes, evidence, registration records, pound records, time sheets and correspondence.
- Prepare clear reports, recommendations, statements, notices, infringement documentation and prosecution material as required.
- Contribute to the development and improvement of forms, procedures, brochures, education material and operational guidance.
- Monitor and support achievement of animal management service levels, dog registration targets and other relevant performance measures.

**Stakeholder Engagement and Collaboration**

- Work collaboratively with internal teams, contractors, veterinarians, Police, SPCA, neighbouring councils, Māori Wardens, schools, community groups and other agencies.
- Maintain professional relationships that support public safety, animal welfare, legal compliance and effective incident response.
- Support policy, bylaw, procedure and service improvement work by providing practical operational knowledge and accurate information.

**Financial Management**

- Comply with Council procedures for any fees, fines, receipts, stock sales or other transactions associated with animal management and pound operations.

**Quality, Risk and Compliance**

- Apply safe work practices and risk controls when handling animals, entering properties, working near roads, responding after hours, transporting animals and dealing with confrontational customers.
- Ensure animal management decisions are fair, lawful, well-documented and consistent with Council delegations, policies and procedures.
- Actively identify opportunities to improve service quality, responsiveness, animal welfare outcomes and compliance effectiveness.

**Staff Management**

- No direct staff management responsibilities apply to this position.
- Provide practical guidance and support to contractors, temporary staff, volunteers or other staff assisting with animal management activities when required and as directed.

**Collaboration and Other Duties**

- Participate willingly and positively as a member of the Regulatory Services and Environmental Services teams.
- Undertake special projects or additional duties consistent with the purpose and level of the role as directed.

## Generic Duties and Functions

**Health and Safety (Employee)**

- Take all practicable steps to ensure your own safety and to ensure that your actions or omissions do not cause harm to any other person.
- Demonstrate a personal commitment to health, safety and wellbeing in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Identify, assess and manage hazards associated with animal handling, impounding, vehicle use, after-

hours response, lone working, public interaction and work in the field.
- Use required personal protective equipment and follow safe work procedures when entering properties, handling animals, working around stock or operating at the pound.
- Manage contractor health and safety in accordance with the Contractor Health and Safety Manual and system when this is a requirement of the position.

**Information Management**

All staff are responsible for:

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

**Civil Defence**

- Attend Emergency Management training at Foundation level, or any other level required by Council for this position.
- Take an active part in Civil Defence Emergency Management planning, training or response activities consistent with the responsibilities and capabilities of this position.

**Iwi/Council Partnerships**

- Demonstrate respect for mana whenua, understand the values within He Pou Tikanga, and be aware of Council's partnership commitments to iwi and Māori.
- Apply culturally respectful communication and engagement practices when delivering animal management services.

**Customer Service and Continuous Improvement**

- Demonstrate Council's customer service standards and contribute to a customer-first culture.
- Use customer feedback, complaints, service data and operational learning to identify opportunities to improve animal management services.
- Support service planning, annual planning, policy or bylaw review processes by providing accurate operational information when required.

**Other**

- Undertake other duties as directed, within the skills and capabilities of the employee and consistent with the purpose and level of the role.

## Attributes and Capabilities

**Accountability**

- Takes ownership of actions, decisions and outcomes, follows through on commitments, and escalates issues appropriately.

**Attention to Detail**

- Ensures investigation notes, evidence, records, notices, reports and customer updates are accurate, complete and fit for purpose.

**Communication Skills**

- Communicates clearly, respectfully and professionally in person, by phone and in writing, including when explaining legal requirements or complex issues.

**Customer Focus**

- Provides responsive, fair and practical service while balancing customer needs, community safety, animal welfare and Council obligations.

**Conflict Resolution**

- Manages confrontation, provocation or emotional situations calmly and uses sound judgement to de-escalate and achieve compliance where possible.

**Decision Making**

- Makes timely, lawful and practical decisions under pressure, including in the field and after hours, using available information and delegations.

**Technical Expertise**

- Maintains working knowledge of animal management legislation, bylaws, policy, investigation practice, animal welfare standards and pound operations.

**Working Independently**

- Works safely and effectively with minimal supervision, plans work, manages competing priorities and recognises when support or escalation is required.

**Collaboration**

- Builds constructive relationships with colleagues, contractors, agencies and community stakeholders to support effective service delivery.

**Cultural Awareness**

- Demonstrates respect for mana whenua, iwi and Māori, and works with cultural awareness and sensitivity when engaging with the community.

## Knowledge, Experience, Qualifications & Skills

### Essential

- New Zealand Certificate in Regulatory Compliance (Operational Practice) Level 4, or equivalent relevant experience and willingness to complete required regulatory compliance training.
- Comprehensive working knowledge of the Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955, Dog Control Policy and Bylaws, Stock Control Bylaw and related legislation, policies and procedures.
- Current full New Zealand driver licence.
- Experience and confidence handling dogs and stock, including safe capture, transport, impounding and animal welfare practices.
- Well-developed investigative, interviewing, evidence-gathering, report-writing and problem-solving skills.
- Proven customer service, conflict resolution and de-escalation skills, including the ability to manage challenging or emotional situations professionally.
- Competent computer skills and ability to learn and maintain accurate records in Council systems, including customer request, registration and pound management systems.
- Physical fitness and capability to work outdoors in all weather conditions, undertake animal handling duties, and complete field-based work safely.
- Ability to work independently, participate in rostered after-hours duties, and make sound decisions under pressure within delegations and procedures.

### Desirable

- Practical animal control, pound keeping, dog handling, animal behaviour, stock handling or animal welfare experience.
- First Aid Certificate.
- Certificate in Regulatory Compliance (Core Knowledge) Level 3 or other relevant compliance, investigation or enforcement training.
- Knowledge of District Court, hearings, prosecution or infringement processes relating to animal management.
- Microchipping training or experience, and awareness of humane euthanasia processes and related legal and welfare requirements.
- Local government experience and understanding of council decision-making, customer service standards and records management obligations.
- Understanding of Te Tiriti o Waitangi, tikanga Māori, and culturally respectful engagement with mana whenua, iwi, Māori and diverse communities.

## 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.