Tūranga Mahi / Position Description: XXXX

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.
The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Kaihoe Whakahaere Kararehe - Animal Control Officer
RANGATIRA - REPORTS TO:	Team Leader, Animal Control
KĀHUI - GROUP:	Community & Regulatory Services
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide a customer responsive approach to the delivery of Animal Control functions.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: • No direct reports • No budget responsibility
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Delivery of solutions-focussed, customer responsive, technical and pound keeping, animal control compliance of a high quality and in a timely manner. • Service quality, technical advice, performance improvement and resolution management for animal control and Pound Keeping compliance. • Manage risk exposure arising from animal control and Pound Keeping compliance activities and legislative requirements (Dog Control Act 1996, Animal Welfare Act 1999, Impounding Act 1955 and Regulations and Bylaws) • Delivery of quality animal control compliance functions including: • Ranging duties as directed to detect any and to impound any dogs or to take appropriate action. • Investigate offences and prepare accurate prosecution files as required. • Appear as a witness in a dedicial hearing if required. • Ensure that all dogs within the District are registered and registration and pound records are maintained. • Ensure policies are followed prior to re-homing dogs for adoption. • Assist the Pound Keeper in the efficient operation of the Dog Pound. • Humane destruction of unclaimed stray dogs or dogs otherwise authorised by law to be destroyed. • Impounding and recording of stray stock and arranging release • Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and managing risks, and actively supporting a culture of safety, wellbeing, and continuous improvement. • Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities. **Accessibility & Inclusion** • Demonstrate a commitment to accessibility, inclusion, and equitable outcomes in all aspects of the role. • Consider accessibility and inclusion requirements when developing, delivering, reviewing, or contributing to services, processes, communications, systems, projects, and customer interactions. • Support a workplace culture that values diversity, promotes inclusion, and enables participation for employees, customers, and stakeholders with differing needs and abilities. • Ensure work undertaken as part of the role complies with Council policies, accessibility requirements, and relevant legislative obligations. *NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.* There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as quivalent)	**Required:** • An ability to interpret and understand relevant Statutes and Bylaws, specifically the Dog Control Act 1996, Dog Control Bylaws, Animal Welfare Act, and the Impounding Act 1955 • Sufficient knowledge of the law relating to firearms safety to qualify for a Firearms Licence if required • Full NZ Drivers Licence **Desirable:** • Previous experience in animal handling and a passion for animals • Previous experience in a compliance role
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Physical fitness and capability to work outdoors in all weather conditions as well as sit at a computer for long periods of time. • Proven ability to adapt and deal effectively with changing priorities and requirements • Highly effective and accurate written and oral presentation reporting skills and excellent computer skills. • Proactive engagement and acceptance of accountability and problem solving • Ability to communicate effectively and contribute to decision making and planning processess. • Able to express complex matters with simplicity and clarity, resolving conflict and managing confrontation and provocation with professional integrity • Ability to work independently on own, as well as work collaboratively as part of a team, with well-developed interpersonal and relationship engagement skills • The ability to work unsupervised and to be self-motivated, demonstrating honesty, integrity, fairness and respect in the day to day delivery of the role • A history of being someone who consistently delivers agreed performance outcomes and outputs. • An ability to actively facilitate cross organisational and cross functional services and collaboration in a matrix structure • Demonstrates cultural awareness when interacting with Te Arawa and all Māori stakeholders in the delivery of services. • Strong demonstration of a customer, key account and solutions focus