

# Tūranga Mahi / Position Description: Animal Control Officer / Kaihoe Whakahaere Kararehe

*Nāu te rourou, nāku te rourou ka ora ai te iwi*

*With your basket of knowledge, and my basket of knowledge, all will be well*

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role<sup>1</sup>.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

## TE ĀHUA O TE MAHI - POSITION SPECIFICATION

<sup>1</sup> This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

<b>MAHI - POSITION:</b>	Kaihoe Whakahaere Kararehe - Animal Control Officer
<b>RANGATIRA - REPORTS TO:</b>	Team Leader, Animal Control
<b>KĀHUI - GROUP:</b>	Community & Regulatory Services
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	<ul style="list-style-type: none"> <li>To provide a customer responsive approach to the delivery of Animal Control functions.</li> </ul>
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<ul style="list-style-type: none"> <li>No direct reports</li> <li>No budget responsibility</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>Mayor and Elected Members</li> <li>Te Tatau o te Arawa</li> <li>CE's Group</li> <li>Manahautū Te Arawa Partnership</li> <li>Destination Development</li> <li>Organisational Performance &amp; Innovation</li> <li>Infrastructure &amp; Assets</li> <li>Chief Financial Officer</li> <li>People &amp; Culture</li> <li>Community Experience</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b>	<ul style="list-style-type: none"> <li>Council stakeholders</li> <li>Contracted service providers</li> <li>Technical professionals in your field</li> <li>Consultants and Contractors</li> <li>Auditors</li> <li>Local Iwi groups</li> <li>Neighbouring local authorities</li> <li>Mayor and Elected Counsellors</li> <li>Local Government New Zealand (LGNZ)</li> <li>Media and professional groups</li> <li>Regional Council</li> <li>Chamber of Commerce</li> <li>Te Arawa Entities</li> <li>Rotorua Community &amp; Partnership</li> <li>Police</li> <li>Māori Wardens</li> <li>Neighbourhood support</li> </ul>

**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

*NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.*

**TE ĀHUA O TE TANGATA - PERSON SPECIFICATION**

**NGĀ MAHI MATUA -  
FORMAL  
QUALIFICATIONS:  
(Ngā matau ā-wheako  
rānei - Or experience  
recognised as  
equivalent)**

**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 PŪKENGĀ -  
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 processes.
- 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

**NGĀ UARATANGA -  
VALUES:**

**Tatou Tatou – We Together  
Kotahi Tatou – One Community – One Team**

**WHY WE DO IT.....**

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

**HOW WE DO IT.....**

We do this by working in partnership, making it simple and solutions focused

**WHAT WE DO.....**

We provide quality services for our community and people to prosper

**OUR CORE VALUES – PEOPLE FIRST**

**RESPECTFUL:** Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

**HELPFUL:** Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

**ENGAGING:** Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

**INSPIRING:** Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

**INNOVATIVE:** Find solutions, Progressive, Continuous improvement, Empowered

**BICULTURAL:** Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences