

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

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 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.

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. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety 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 and safety 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.

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:	<ul style="list-style-type: none"> To provide a customer responsive approach to the delivery of Animal Control functions.
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> No direct reports No budget responsibility
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Council stakeholders Contracted service providers Technical professionals in your field Consultants and Contractors Auditors Local Iwi groups Neighbouring local authorities Mayor and Elected Counsellors Local Government New Zealand (LGNZ) Media and professional groups Regional Council Chamber of Commerce Te Arawa Entities
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> 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

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 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 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

<p>NGĀ MĀTĀPONO: VALUES</p>	<p>Tai Kawenga – The Flowing Tide</p> <p>Tai means tide or current</p> <p>Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us.</p> <p>Purpose Speaks to why we exist and it is expressed through three ideas that reflect our vision</p> <p>😊 Customer focused 🤝 Community driven 🧑 People at the heart</p> <p>Promise 🤝 What we commit to delivering, every day</p> <p>Practices 🍷 How we behave</p> <p>Principles 🌸 The values we believe in and stand by:</p> <p>Stronger together - Lead with integrity - Challenge and innovate - Steward our future</p>
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