

Tūranga Mahi / Position Description:

Summer Project Assistant – Animal Control

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:	Summer Project Assistant – Animal Control
RANGATIRA - REPORTS TO:	Team Lead, Animal Control
KĀHUI - GROUP:	Destination Development
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To support the effective operation of Council's pound facility by providing high-quality animal care, customer service, and administrative assistance.

**NGĀ MAHI MATUA
 - KEY
 ACCOUNTABILITIES:**

Responsibilities include, but are not limited to the following key activities:

- Assist with cleaning and maintaining the Council pound facility to ensure a safe, hygienic, and well-presented environment for animals, staff, and visitors.
- Support the daily care and welfare of impounded dogs, including feeding, watering, exercising, and monitoring animal wellbeing in accordance with Council procedures and animal welfare standards.
- Assist with maintaining accurate and up-to-date pound records, including animal intake, release, and associated documentation.
- Support the administration of pound fees and ensure all required documentation is completed prior to the release of animals.
- Assist with cleaning and maintaining pound facilities, including kennels, kitchen, office, bathroom, and outdoor areas.
- Support routine grounds maintenance activities, including mowing and general upkeep of the pound surroundings.
- Assist with laundering and maintaining kennel bedding, blankets, and other animal care equipment.
- Support the dog rehoming process by ensuring Council policies and procedures are followed and all required documentation is completed accurately.
- Assist with maintaining and updating animal rehoming information on relevant websites and databases.
- Support microchipping activities and assist with accurately recording information in relevant systems and documentation.
- Assist with maintaining and updating databases and records relating to animal control and pound operations.
- Support the maintenance of accurate dog registration and animal management records.
- Provide professional and courteous customer service when interacting with members of the public, dog owners, adopters, and Council staff.
- Contribute positively to the Animal Control team by demonstrating a willingness to learn, support colleagues, and participate in team activities.
- Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and reporting hazards, and actively supporting a culture of safety, wellbeing, and continuous improvement.
- Undertake other duties and projects relevant to the role as directed by the Animal Control Team Leader or designated supervisor.

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.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	Required • Minimum of NCEA Level 2 • Computer literacy, in particular the Microsoft Suite of products • Previous experience in animal handling and a passion for animals • Current Full Driver's Licence
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Strong attention to detail, with the ability to maintain accurate records and ensure animal information is recorded correctly. • Comfortable using digital systems and databases to update animal, registration, and pound records. • Physical fitness and capability to manually handle large animals and equipment, 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 • Strong communication and interpersonal skills, with the ability to interact professionally and respectfully with members of the public, contractors, and Council staff. • A genuine interest in animal welfare and a commitment to providing high standards of care for animals in the Council's custody. • Well organised, with the ability to manage routine tasks, follow procedures, and complete work accurately and on time. • Ability to work both independently and as part of a team, demonstrating a positive attitude and willingness to assist others. • Practical and reliable, with the ability to undertake physical tasks including cleaning, lifting, animal handling, and general pound maintenance. • Uses safe work practices and demonstrates a commitment to maintaining a healthy and safe working environment. • Strong customer service skills, with the ability to remain professional and empathetic when dealing with a variety of people and situations. • Demonstrates personal integrity, initiative, and pride in maintaining high standards of animal care, facility presentation, and customer service. • Willingness to learn and develop knowledge of animal control operations, relevant legislation, and Council procedures. • Shares values that align with Rotorua Lakes Council's values and contributes positively to a collaborative team culture. •