

Position description

Position title:	Animal Management Officer	Team:	Field Services
Division:	Regulatory Services	Reports to:	Team Leader Animal Management
Department:	Licensing and Regulatory Compliance	Direct reports:	None
Unit:	Animal Management	Indirect reports:	None



Our commitment to te ao Māori

We honour te Tiriti o Waitangi, accord value to te Ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You support and promote the development of staff confidence and capability across te reo Māori, tikanga, te ao Māori and te Tiriti o Waitangi, so everyone can contribute to our department's Māori Responsiveness Plan/treaty responsiveness journey



Purpose of the job

Implementing the Dog Control Act 1996 for Auckland Council. Carry out council's statutory and regulatory obligation / function under the Dog Control Act 1996, Animal Welfare Act and any other relevant legislation (e.g. Noise Control Act, Privacy Act, etc) relating to animal management to protect public safety and increase public awareness and accountability.



Key responsibilities

- Be aware of, and demonstrate, the principles of [Our Charter](#). This sets out the expectations for conduct at Auckland Council.
- Deal with incidents, investigations, prosecutions, targeted enforcement and seizure and determining release conditions. Prioritise complaints based on harm and risk to public
- Resolve conflict and negotiate outcomes between parties, not limiting council's discretion to prosecute an offender
- Drive behaviour change to combat non-compliance through educating communities and pro-active monitoring.
- Perform research and consultation necessary for effective compliance advice and plans.
- Analyse/investigate incidents, provide appropriate advice and complete the relevant supporting documentation for prosecutions. This includes issuing warnings, infringements, prosecution and seizing animals where significant harm to the public is possible.
- Represents Auckland Council in court proceedings and regulatory hearings
- Enter and update information and customer interaction into appropriate systems
- Identify and recommend process and systems improvements.
- Coordinate projects and lead aspect of the project when required
- Develop and maintain effective internal and external (e.g. NZ Police, SPCA, Transport and Community Groups) relations.

 Outcomes	• Demonstrate sound understanding of legislation and bylaws, assessment techniques and problem solving • Auckland Council's reputation is enhanced within the community • Animal risk profile in community is reduced • Customers understand their rights and obligation and comply with requirements. • Council's obligations under the Dog Control Act, Animal Welfare Act and other relevant legislation are met • Reports are timely, accurate and relevant. • Risks are effectively managed to ensure quality outcomes are achieved • You are comfortable pronouncing and using basic te reo Māori in emails, meetings and conversations. You understand and value the use of tikanga at work.
 Key skill	• Good understanding of dog & animal behaviour • Strong customer focus • Good networking and relationship-building skills • Ability to interpret and implement legislation • Analytical, time management and problem-solving skills • Excellent oral and written communication skills • Good conflict management and conflict resolution skills • Proficiency in, Microsoft Office applications (Excel, Word, Outlook)
 Job requirements	• National diploma in Animal Management / regulatory discipline • National certificate in Regulatory Compliance essential • 3 years' experience working in a compliance field with dog handling experience • A current and relevant NZ Driver's licence • A sound understanding of Tangata Whenua and Te Tiriti o Waitangi

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:		Version date:	
Manager Animal Management		Nov 2019	
 Job framework	Job function:	Job family:	Job:
	Regulatory Services	Compliance	Analyst Compliance

Auckland Council behaviours



SERVE

Aucklanders serving Aucklanders



DEVELOP

Step up from good to great



COLLABORATE

Success comes when we work together



ACHIEVE

It's up to us to make it happen