

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Team Leader Animal Management Services	
CLASSIFICATION	LOCATION
Band 6	Ballarat Animal Services (Gillies Street, Alfredton)
DEPARTMENT	DIVISION
Regulatory Services	Growth and Development

Position Objectives

- The Team Leader Animal Management Services core objective is to lead and coordinate the activities of Animal Management Officers.
- To coordinate and manage activities associated with the protection of community safety and amenity through the enforcement of State and Local Laws.

Key Responsibility Areas

- Coordinate the activities pertaining to Animal Management and associated Local Laws compliance matters and provide sound advice, leadership and guidance to staff.
- Compilation and implementation of prosecution content- with respect of animal management, ensuring all briefs of evidence meet the statutory and evidential requirements and that appropriate action has been taken to facilitate court action.
- Attend to on-site situations that require resolution to protect public safety. Typical examples include livestock wandering at large on roadsides, dog attacks, menacing dogs or other animal-related issues that are causing an immediate threat to public safety (excluding wildlife issues)
- Provide advice to external customers on Animal Management issues.
- Record information to enable subsequent enforcement to follow up, either as an authorised officer, or by referring the details to an authorised officer for follow up.
- Maintain records and systems appropriate to the position.
- Identify business process and system improvements that support best practice in Animal Management and associated Local Laws and planning enforcement.
- Lead, motivate and assess performance of staff in accordance with Council policies.
- Oversee the management of the impoundment of livestock process, ensuring compliance with the relevant legislation.
- Ensure all Domestic Animal Businesses are compliant with the relevant codes of practice and legislation.
- Ensure all new state legislation is implemented into correct process.
- Oversee the annual animal registration door knock.
- Coordinate and lead animal management pet expo stand at the Ballarat Spring Festival.
- Audit Dangerous, Menacing and Restricted Breed dogs to ensure relevant regulations are adhered to by their owners.
- Ensure an effective and responsive after-hours service is provided to the public relating to animal management and local law matters.
- At a minimum >90% of operational health and safety plan actions are complete.
- Ensure investigations are completed and corrective actions are implemented within policy timeframes.
- At a minimum conduct monthly team meeting where health and safety are a standing agenda item.

POSITION DESCRIPTION

- Assist Coordinator Animal Services implementation and development of Domestic Animal Management Plan.

Budget

- Nil

Service Delivery

- Hold the delegated instrument of appointment and authorisation of Authorised Officer of the City of Ballarat pursuant to the provisions of the *Local Government Act 1989*.
- Contribute to the strategic and business planning, and policy development functions of the Regulatory Services Department.
- Ensure service delivery complies with Councils Policies and Procedures.
- Undertake animal educational and promotional activities, inspections, investigations, and other tasks consistent with the department outcomes.
- Assist the Coordinator Animal Services in relation to service delivery (after-hours animal management emergency officers), Animal Management planning and policy development.
- Assist with emergency management relevant to Animal Management in relation to municipal emergency management response.

CORPORATE RESPONSIBILITIES

Comply with all Council policies, procedures and guidelines including those relating to Occupational Health and Safety, Equal Opportunity (including harassment and bullying), Privacy, Child Safe and Code of Conduct.

From a Health and Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

Team Leaders (including Supervisors and Coordinators)

- At a minimum >90% of operational health and safety plan actions are complete.
- Ensure investigations are completed and corrective actions are implemented within policy timeframes.
- At a minimum conduct, monthly team meetings where health and safety is a standing agenda item.

REPORTS TO:

DIRECT REPORTS:

Coordinator Animal Services

Animal Management Officers

ORGANISATIONAL RELATIONSHIPS

Internal:

- All Council Staff
- Customer Service
- Coordinator Animal Services
- Council Animal Management Officers
- Volunteer resources
- Inspectorate
- People and Culture

External:

- Federal and State Government Departments and authorities
- General public and community groups
- Community Organisations and Animal Health and Welfare Providers
- Professional Associations
- Council Contractors
- Local Businesses and traders
- Other Municipalities
- Registered training organisations
- Legal Practitioners
- Auditors

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- Accountable to the Coordinator Animal Services for the delivery of Animal Management Service, while ensuring that statutory animal management responsibilities are met. Such as issue various notices and correspondence, notices to comply, infringement notices and caution notices etc.
- The Team Leader Animal Management Services is responsible for the day-to-day operation of the animal management functions of Regulatory Services. This includes the management of staff and resources to achieve the objectives of the animal management component.
- Prepare matters for open court and represent Council in proceedings.
- Authority to purchase within the limits specified in Council's Instrument of Delegation.
- Accountable for the provision of accurate technical information and specialist advice to internal and external customers within the legislative framework.

Judgement and decision making

- Prioritise daily routine functions to lead specific allocated tasks.
- Show initiative in approach to all aspects of the position.
- Ability to select appropriate methods or courses of action to resolve problems and perform routine functions across the business unit
- Utilise discretion and judgement to maintain confidentiality in all dealings with clients or members of the public.
- Utilise judgement to prioritise daily routine functions along with specific allocated tasks to achieve work targets.
- Demonstrated ability to identify and solve problems.

Specialist skills and knowledge

- Knowledge and understanding of the application of the *Domestic Animals Act 1994*, other relevant legislation and Council's Local Laws.
- Knowledge and experience in the handling of a variety of animals.
- Working knowledge and understanding of the application of other legislation administered and enforced by the Regulatory Services Department.
- Ability to follow up and lead enforcement issues and gather information to provide assistance in cases of court prosecution.
- General knowledge of Council policies and procedures, including adoption of safe work practices.

- Excellent knowledge of Windows based databases and applications to produce a wide range of documents for the Unit.
- Highly developed typing skills to produce accurate documentation within limited / agreed timeframes.
- Well-developed customer service skills for face to face, telephone or email interactions.

Management skills

- Largely responsible for self-management of Animal Management Services and associated Local Laws, although under the direction of the Coordinator Animal Services.
- Excellent time management skills, including the ability to manage time, set priorities and plan and organise own work, and the work of other people and the ability to manage conflicting workload demands and set and meet objectives with available resources, within agreed timeframes.
- Strong ability to develop options and resolution to problems within short timeframes and available resources.
- Ability to maintain appropriate records and systems.
- Knowledge of and commitment to OH&S and Equal Opportunity principles.
- Ability to manage change.

Interpersonal skills

- Sound written and verbal communication skills.
- Commitment to provision of high levels of customer service.
- Ability to prepare correspondence and issue various notices.
- Make recommendations to the Coordinator Animal Services about issues within the Key Responsibilities of the position.
- Sound negotiation and conflict resolution skills and the ability to communicate effectively with customers.
- Adaptable and responsive to changing work needs.

Qualifications and experience

- Tertiary qualifications and/or significant experience in Animal Management with experience in handling dogs and livestock.
- Proficient in the use of computer software such as word processing and database packages.
- Demonstrated experience in investigations, brief preparation, court process and investigations.
- Demonstrated experience in providing leadership to a team using fair and equitable human resource management policies and procedures.
- Experience in conflict resolution and dealing with difficult customers.
- Current Victorian Licence to drive a motor car.

SELECTION CRITERIA

1. Knowledge of application of the *Domestic Animals Act 1994*, *Impounding of Livestock Act 1994*, *Local Government Act 1989* and Council's Local Laws.

2. Tertiary qualifications and/or significant experience in Animal Management with experience in handling dogs and livestock.
3. Proficiency in the use of computer software such as word processing and database packages.
4. Excellent written and oral communication skills, including the ability to prepare letters, memoranda's, investigation reports and brief preparation.
5. Ability to gather and record information and provide recommendations on animal management issues.
6. Organisational skills with the ability to prioritise tasks.
7. Experience in dealing with difficult customers.
8. Demonstrated ability to implement and monitor adherence to health and safety policies and procedures within a team environment.
9. Current Victorian Drivers Licence