

POSITION DESCRIPTION

Division: Transport Canberra and Business Services

Branch: Territory and Business Services

Business Unit: Domestic Animal Services

Position Title: Senior Director, Domestic Animal Services

Position Requirements: See below compliance requirements/qualifications

Position Number/s: P42714

Classification: Senior Officer Grade A

Position Status: Permanent

Position Hours: 36.45 Full Time

Reports to: Executive Group Manager, Territory and Business Services

Location: Symonston

Last Reviewed: September 2021

DIRECTORATE OVERVIEW

Join Transport Canberra and City Services as we make Canberra attractive, safe and easy to move around. We offer rewarding careers with great benefits, where you will work on projects that make a difference to the everyday lives of your family, friends and community.

We have opportunities available in a wide range of teams, all doing their part to help us achieve our mission of delivering connected services to the people of Canberra. You can help us improve our parks, ponds and public open spaces through horticulture, mowing and maintenance; boost Canberra's sustainability through recycling and waste programs; and help our city be better connected through building and managing roads, footpaths, cycle paths and our integrated public transport network including buses and light rail. You can help us champion literacy and learning through our public libraries, ensure animal welfare and safety through our domestic animal services, and bring your skills to commercial operations that we oversee including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen. We also need those with great technical, business, creative and people skills to help us plan, support and communicate the great work that we do.

TCCS is a value based organisation where all employees are expected to embody the core values of respect, integrity, collaboration, safety, excellence and innovation as well demonstrate the related signature behaviours.

Join our team of close to 2,000 employees already at work in one of our 50+ locations across Canberra and help us shape our city for tomorrow.

DIVISION OVERVIEW

Transport Canberra and Business Division

Transport Canberra ensures that buses and light rail are integrated with each other, and with other forms of transport including taxis and active travel elements such as cycling and walking, all of which makes public transport accessible for all Canberrans. The division also includes a range of businesses that deliver essential services to our community. These include Libraries ACT, Domestic Animal Services, Canberra Cemeteries, Capital Linen, Yarralumla Nursery and Birrigai.

BUSINESS UNIT OVERVIEW

Domestic Animal Services (DAS) sits within the Business Services arm of TCCS and is responsible for matters relating to public and animal safety, registration requirements of animals, issuing of special licences, patrolling of public spaces, animal welfare and the promotion of responsible pet ownership.

POSITION OVERVIEW

DAS is responsible for matters relating to public and animal safety, registration requirements of animals, issuing of special licences, patrolling of public spaces, animal welfare and the promotion of responsible pet ownership. The Senior Director DAS will work between the TCCS corporate office (480 Northbourne Ave, Dickson ACT 2602) and the Mugga Lane Animal Shelter in Symonston and is responsible for the strategic and tactical operations of the business. This involves managing the team responsible for ensuring the health and welfare of all animals within the facility is maintained, as well as regulatory and compliance matters under the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*.

This is a senior leadership position within TCCS, responsible for leading and managing operationally focussed teams and individuals. The role requires a leader with experience in operational environments who can inspire, energise and positively influence team outcomes and who possesses an innate ability to call on the right skills in a contextually and environmentally appropriate way.

Effective employee engagement is a critical enabler in the performance of this role as is a genuine values-based leadership style.

This role requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence in a sensitive operational environment.

The Senior Director DAS reports to and the Executive Group Manager, Territory and Business Services and is directly responsible for a team of approximately 35 Staff, the majority being operational (rangers and kennel staff) with a team of office-based support staff.

As a senior leader within TCCS, this role requires a person who can inspire, energise and positively influence team and individual outcomes. The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance.

DIVERSITY STATEMENT

The ACT Public Service is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

WHAT YOU WILL DO

The occupant of this position will adopt a best practice approach in the application of their duties, having regard to the legislative context and organisations vision and mission.

The primary responsibilities of this position are to:

- Lead and manage the operations of the team ensuring the efficient and effective operation of the function, including preparing and executing the areas annual Business Plan.
- Execute the duties of Deputy Registrar as required in accordance with the *Domestic Animals Act 2000*.
- Provide coaching, guidance and leadership to effectively build team capability and resilience whilst ensuring compliance with relevant legislative, financial and administrative frameworks, guidelines and processes.
- Continue to develop the strategic direction and embed operational practices and procedures to support the achievement of best practice and excellence in the delivery of customer service and education as it relates to responsible pet ownership.
- Strategically cultivate and sustain strong collaborative relationships with internal and external stakeholders, for example, the Ministers Office, RSPCA, the Street Cat Alliance, TCCS executive and DAS team members etc.
- Respond to and draft high-level complex policy documents, briefings and responses to Ministerial enquiries.
- Proactively manage the maintenance of the facility and all equipment including, the procurement and management of contractors and Service Agreements.
- Lead the delivery, coordination and contribution to the:
 - DAS volunteer program
 - Implementation of the Animal Welfare and Management Strategy
 - Implementation of the Cat Plan
 - Implementation of domestic animal compliance program and initiatives
- Ensure appropriate services standards are established, implemented and maintained, for example, business systems, process improvement and reporting structures relating to domestic animal management and core training requirements for operational members.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. High-level experience leading and delivering results at a senior level within a complex and dynamic operational environment.
2. Extensive experience building, maintaining and utilising effective working relationships with staff, and a range of government and non-government stakeholders utilising high level communication skills.
3. High-level experience in the development, implementation and management of policy and programs within the construct of a regulatory environment.
4. Sound knowledge of legislative frameworks, regulation and decision-making in a government or non-government environment and the capacity to exercise a high degree of independent judgement in the resolution of novel, complex and critical problems.

Behavioural Capabilities

1. Adaptability to changing circumstances, multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse environment.
2. Leadership expertise in delivering agreed strategic business outcomes and solutions by taking initiative, managing resources and setting clear direction and guidance for managers and team members.
3. Ability to establish and maintain effective and diverse strategic business partnerships, including with Executive stakeholders, through collaboration, engagement, responsiveness and influence.
4. Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practise and industrial democracy principles and practise.

Compliance Requirements / Qualifications

- Relevant and complementary tertiary qualifications and or considerable relevant experience leading teams within an operational, and preferably regulatory environment is highly desirable.
- Minimum 5 years-experience operating in a senior management role.
- Hold a current non-restricted Driver's licence.
- Working with Vulnerable People Card and or willingness to obtain.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Yes

STANDARD HOURS	FREQUENCY
Access to flex time	Never
Fixed or specified start/finish times	N/A
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working with internal and external stakeholders	Frequently
Interpersonal communication skills	Frequently
Communicating with agitated members of the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally
Standing/walking in public areas	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	N/A

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

PSYCHOLOGICAL DEMANDS	FREQUENCY
Ability to respond with empathy and authority if needed	Frequently
Victim management	Never
Ability to manage confronting and sometimes distressing situations	Occasionally
Ability to work under pressure and meet tight deadlines	Occasionally
Exposure to potentially distressing case material	Occasionally
Resilience and ability to remain calm in emotionally charged situations	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Always