



Position Description

Animal Management Officer

Ongoing – Full-time

Portfolio, Branch	Community, Arts & Recreation, Customer and Communication
Reports To	Team Leader, Animal Management
Direct Reports	NIL
Location	Primarily based at Councils Queanbeyan Site and Alternate locations as operationally necessary.
Classification/Grade	Grade 8 - \$1,230.63 - \$1,359.82 Gross per week + 10.5% Super
Position Number	2115 & 2116

Primary Purpose of the Position

As a member of the Animal Management team, the position's primary purpose is to deliver on the following objective/s:

- To assist with the operation of the Animal Management Facility, including administration tasks, adoptions, release and impound of animals, finance management and data entry as required under Companion Animal Act.
- Participate in the after-hours animal management service roster and weekend opening hours of the animal management facility.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Undertake compliance activities in relation to alleged breaches of Companion Animals Act, including dog attack investigation, compliance inspections, barking dog reports, restricted breeds, nuisance cat issues and any other domestic animal related matters.
- Conduct planned and proactive patrols within Council's area as part of animal management compliance activities.
- Impound and/or seizure of animals found roaming at large and/or animals posing a threat to public safety in accordance with relevant animal management legislation.
- Undertake functions of the Impound Act in relation to stock uncontrolled in public places
- Conduct regular inspection of existing cat containment and control areas within the council jurisdiction
- Participate in Animal Management community awareness and engagement activities including school presentations, public meetings and displays when required

- Providing customer service through face to face contact, phone and email in a prompt and courteous manner
- Contributing to workplace health and safety, risk, environmental and quality (HSEQ) objectives and targets
- Contributing constructively to culture of health and safety within the Council.

Functional Responsibilities

The position is responsible for Delivery of the following programs and activities:

Animals	3.4.1	Companion Animal Management	Enforcing requirements of Companion Animals Act and undertaking relevant education programs with the community on responsible pet ownership
	3.4.2	Animal Pound	Management and operation of Council's Pound
	3.4.3	Suburban Wild Cat Management Program	Suburban wild cat control and containment within Queanbeyan and surrounding areas
	3.4.4	Stock on Road	Management and removal of stock on roads and public places

The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Selection Criteria

- Qualifications in Animal Control and Management or equivalent and/or working experience in Animal control related industries.
- Demonstrated ability to handle and control both large and small animals;
- Demonstrated sound knowledge in animal behaviour assessment and animal related legislation.
- Demonstrated ability to effectively use Microsoft suite of programs and electronic records management.
- Ability to constructively contribute to organisational and team outcomes
- Ability to plan, organise, set priorities and manage time to ensure objectives are achieved within an agreed timeline
- Ability to provide a high level of customer service and advice.
- Possess and maintains a current class 'C' Drivers licence

The preferred candidate will be required to undertake a National Criminal History Check at Council's expense as part of the recruitment and selection process. Employment in this position is conditional on satisfactory results.

Key Internal Relationships

Who

All QPRC Staff

From staff working in Planning, Development, Administration, Transport and Operations, Engineering, Recreation, Education, Innovation, Projects and Communications.

Key External Relationships

Who

Various External Stakeholders

At Queanbeyan- Palerang Regional Council we work to serve a growing and diverse Community spreading over 5,500 square Kilometres

- Local Vet Clinics
- Animal Rescue Organisation
- Enforcement agencies
- RSPCA NSW
- Wildcare

Performance

Performance will be measured against Councils Values, LGNSW Capability Framework and Identified Skills.

Council Values

Our values define the way we work and behave. We will promote and encourage our employees to adopt the shared values of:



Integrity:

We role model ethical, transparent and professional decision-making and behaviour.



Respect:

We promote diversity, inclusion, consultation and fairness.



Innovation:

We are future-focused and creative; we embrace technology, risk and opportunity.



Continuous Improvement:

We strive to be efficient and effective through the development of our structures, systems and processes.

'Our Reputation Matters'

The Ethical Framework for the government sector

The objective, core values and principles of the Ethical Framework are to be demonstrated in the conduct of all government sector employees and heads of government sector agencies.

Objective

- Recognise the role of the government sector in preserving the public interest, defending public value and adding professional quality and value to the commitments of the Government of the day
- Establish an ethical framework for a merit-based, apolitical and professional government sector that implements the decisions of the Government of the day.

For more information: <https://www.psc.nsw.gov.au/workplace-culture---diversity/workplace-culture/the-ethical-framework>

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Intermediate
	Deliver Results	Foundational
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability Level		Behavioural Indicators
Personal Attributes Manage Self	Intermediate	• Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships Communicate and Engage	Intermediate	• Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Relationships Work Collaboratively	Intermediate	• Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
Results Plan and Prioritise	Foundational	• Understands team objectives and own contribution • Plans and organises own work tasks • Asks when unsure about the relative priority of allocated tasks • Manages time appropriately and re-prioritises as required • Identifies and informs supervisor of issues that may impact on completion of tasks

Skills

The skills for the position are those required to undertake the position and progress through the steps within the positions evaluated grade. This sheet is to be printed and used to undertake a skills assessment during the annual Employee Development Evaluation (appraisal).

#	SKILLS ASSESSMENT	Employee	Manager	Agreed
1	General administrative duties: • Accurate information being documented into animal registries. • Complete standard forms • NSW Pet Registry entries • Statistical data collection required by OLG • Incident reporting and completion of investigation documented as per OLG requirements • Satisfactory completion of legal documents, reports and forms			
2	Electronic Document Management Systems: • Registration of documents into ECM • Document retrieval • File management (et registry forms etc) • Prod usage (timely completion and allocation) • Archiving (legal documents)			
3	Accounts Payable/Receivable • Capability of creating purchase orders • Reconciliation of funds daily			
4	Companion Animals Act • Knowledge and understanding of relevant sections and applying within the position • Representation of community education programs • Demonstrating compliance requirement knowledge includes conduct patrols, identify trouble spots, regular offenders etc.) • Collection and Identification of sub wild cat colony areas within jurisdiction			
5	Impound Act and other relevant legislation • Knowledge and understanding of relevant sections and applying within the position			
6	Animal Husbandry • Identify animal health issues • Identify animal behavioural issues • Demonstrate animal control techniques and correct use of equipment • Disease and Pathogen control • Appropriate chemical use and storage			

	Identifying hazards, eliminating, isolating and reporting			
9	Verbal communication			
10	Write standard correspondence and emails			
11	Standard Operation Procedures and Improvements - Demonstrate understanding - Capability to identify improvements, review and amend - Prommap application			
12	Stock Impounding Demonstrate knowledge of procedure			
13	Customer Service			
14	Office and mobile data equipment (printer, tablets, computers, scanner, mobile phones)			
15	Organising meetings (sending out agenda, taking, distributing and storing minutes) Meeting attendance skills			
16	Prepare and delivering Breach report and supporting documents to managers and panel member			
17	Representing council in court matter			
18	Enforcement of breaches in legislation			
19	Prepare and deliver professional standard legal documentations for court proceedings			
20	Safe removal of deceased animals and wildlife			
21	Exercise appropriate animal handling techniques			
22	Understanding councils values and policies and applying them effectively			
23	Capability in liaising with external stakeholders (Vet clinic, other enforcement agencies etc.)			
24	Ability to present in a professional manner at all times			
25	Develop individually within a team environment			
26	Engage in team building activities			
27	Time management skills			
28	Ability to prioritise tasks			
29	Dealing with difficult customers Negotiation skills			
30	Risk assessment			

	TOTAL	Employee	Manager	Agreed
	Rating: Entry = 0% – 39% skills achieved Step One = 40% - 69% skills achieved Step Two = 70% - 89% skills achieved Step Three = 90% + skills achieved	_____ achieved _____ total ----- = _____ %	_____ achieved _____ total ----- = _____ %	_____ achieved _____ total ----- = _____ %