



Position Description and Performance Agreement

Coordinator Animal Services and Community Safety

Position No: CP027RS

Position Classification: Grade 20

Status: Full Time

Position Revised on: March 2023

Position Written by: Manager Regulatory Services

Division: City Planning

Branch: Regulatory Services

Reports to: Manager Regulatory Services

Incumbent:

Start Date:

Special Conditions:

1 POSITION PURPOSE

- 1.1 The primary objective of the Coordinator Animal Services is to lead the delivery of proactive and community focused enforcement by the Animal Management and Enforcement Teams.
- 1.2 This position will use a combination of regulatory, educative and policy mechanisms to coordinate responses to a range of issues including (but not limited to):
 - pollution prevention
 - companion animals shelter management
 - parking compliance – parking/heavy vehicle enforcement
 - use of public places

2 KEY ACCOUNTABILITIES

- 2.1 Coordinate operations of the Companion Animal Shelter to ensure animal management is undertaken in accordance with legislation, policies and business unit operational targets.
- 2.2 Analyse business processes and implement business improvement measures to ensure animal management and enforcement activities are undertaken in compliance with Council policy, relevant legislation and industry best practice.
- 2.3 Lead the Animal Management and Enforcement Teams to meet all applicable objectives and targets as outlined within the Council's Enforcement Policy, Companion Animals Policy the Hawkesbury Community Strategic Plan and the Regulatory Services Business Plan.
- 2.4 Lead the team to undertake investigations, and issue notices and orders in line with Council procedures and legislative requirements.
- 2.5 Ensure all requests and feedback allocated to the Animal Management and Enforcement Team are actioned and responded to in accordance with Council's Customer Experience Policy.



- 2.6 Ensure all relevant databases are maintained and kept up to date and that mandatory statutory reporting requirements are undertaken within required timeframes.

3 KEY DUTIES AND RESPONSIBILITIES

- 3.1 Lead and contribute to a positive and collaborative culture within the Companion Animal Shelter and Community Enforcement teams.
- 3.2 Using a risk based approach, oversee and prioritise Council's regulatory responses in accordance with its legislated responsibilities under the Companion Animals Act, Public Spaces (Unattended Property) Act (impounding) and the Local Government Act targets.
- 3.3 Develop and manage the budget of the Companion Animal Shelter and Community Enforcement teams to achieve budgeted targets, including the provision of accurate and timely reporting of budget performance
- 3.4 Plan and coordinate tasks to respond to customer requests and complaints allocated to the Animal Management and Enforcement Team for timely action and response. This includes 'on call' requirements.
- 3.5 Analyse business unit operations to coordinate the allocation of staff and financial resources to meet service standards and budget
- 3.6 Develop and implement a framework to deliver services in accordance with legislation and industry "best practice", including the review of policies, procedures, SOPs and SWMS as required
- 3.7 Review all evidence intended for court, tribunals or judicial bodies prior to submission for final review by legal representatives and manage all court prosecutions
- 3.8 Issue Notices, Orders, Infringements and Court Attendance Notices.
- 3.9 Manage compliance with access requirements that may be issued for use of Roads and Traffic Authority "access to registration details" (Tarantella and Drives 24).
- 3.10 Maintain all relevant databases and prepare reports for submission under mandatory statutory reporter requirements or as directed by Regulatory Services Manager.
- 3.11 Promote a project based approach to work. Consistently undertake projects, and lead staff undertaking projects, in accordance with Council's Project Management Framework.
- 3.12 Participate in relevant projects in accordance with Council's Project Management Framework.
- 3.13 During periods of natural disasters, emergencies, significant organisational change and other extraordinary circumstances, you may be required under reasonable management direction to undertake alternate responsibilities within other areas of Council in line with your skills, competence and training.
- 3.14 Other duties as directed by the Manager Regulatory Services, that is within the scope of your skills, competence and training.

4 POSITION CRITERIA

4.1 Essential qualifications and/or licences:

- Tertiary qualifications in business administration
- Current Class C drivers licence

4.2 Essential experience:

- Demonstrated experience in a leadership role with the ability to coach and mentor a team to be focused on customer experience
- Demonstrated experience in the issuing of Notices, Orders, Infringements and Court Attendance Notices.
- Demonstrated end to end investigation experience.
- Working knowledge of the Environmental Planning and Assessment Act, the Local Government Act, the Protection of the Environment Operations Act, the Companion Animals Act, Impounding Act, Roads Act and Australian Road Rules and other legislation relevant to the position.
- Demonstrated experience in a high-volume complaint management environment

4.3 Desirable qualifications and/or licences:

- Tertiary qualifications in a regulatory discipline and/or extensive demonstrated experience in a similar role.



4.4 Desirable experience:

- Previous experience working in Local Government.
- Demonstrated experience in Court procedures, evidence collection and preparation of court briefs.
- Demonstrated experience in the management of an animal shelter

4.5 Personal Attributes:

- Act with integrity
- Demonstrate accountability
- Communicate and Engage
- Community and customer focus
- Influence and negotiate
- Think and solve problems
- Deliver results
- Manage and develop people

5 CORPORATE VALUES



H ealthy
E fficient
A ccountable
R espectful
T eam focused

6 CORPORATE ACCOUNTABILITIES

- 6.1
- To ensure compliance with relevant legislation and statutory requirements
 - To adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
 - To understand and respond to the needs of our customers in accordance with Council's Values and Customer Service Charter.
 - To identify obsolete and inefficient practices and recommend changes where appropriate.
 - Adhere to Council's Enterprise Risk Management Policy and Framework and identify and manage Enterprise and operational risks that fall under your scope of responsibility.

7 WH&S RESPONSIBILITIES

- 7.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. Staff Work Health and Safety responsibilities are mandated through the NSW Work Health and Safety Act and the Hawkesbury City Council WHS Policy statement.
- Procedural direction is provided by the Work Health Safety and Injury Management (WHS&IM) System which is informed by the International Standard for Occupational Health and Safety. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.
- As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. These RAAs are supported by the WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved.



8 PERFORMANCE AGREEMENT

- 8.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council's Employee Planning and Review process.

9 ACKNOWLEDGEMENT

- 9.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Employee

Date

Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

General Information

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.