

POSITION DESCRIPTION

ANIMAL AND BYLAW SERVICES TEAM LEADER

POSITION OVERVIEW

Location	Masterton
Business unit	Community – Regulatory Services
Reporting to	Environmental Service Manager
Direct reports	x3
Delegated responsibility	As per the delegations manual
Salary range	SP10 Grade 17

OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional, and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to work is important!

We want to be the best provincial council in New Zealand.

Key to this:

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

OUR VALUES

HĪKINA TE MĀNUKA	By figuratively lifting the 'mānuka' we show that we are responding and rising to challenges by being innovative , hard-working, and collaborative .
MANA TĀNGATA	Our organisation recognises the diversity and individuality of each of our staff members. We act with integrity and respect each other's lived experiences and the value they bring to the workplace.
HE TOA TAKITINI	Every staff member is a crucial part of the team that makes up Masterton District Council. We trust and support each other to succeed by drawing on our collective strengths.

TE TIRITI O WAITANGI

The Treaty of Waitangi

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

MY DEPARTMENT

The Animal and Bylaw Services Department:

The Masterton District Council (MDC) Animal and Bylaw Services Team is responsible for delivering a high quality effective and efficient service to safeguard the community and prevent nuisance relating to legislative requirement and provisions contained in local bylaws, policies, acts and regulations and includes:

- proactive prevention based patrolling and other relevant activities.
- education and consultation.
- robust investigations, reporting and administration processes.
- monitoring and compliance.
- enforcement.

The relevant legislation, roles and obligations are contained in, and not limited to: Dog Control Act 1996; Land Transport Act 1998; Land Transport (Offences and Penalties) Regulations 1999; Impounding Act 1955; Animal Welfare Act 1999; Local Government Act 2002; Litter Act 1979; Freedom Camping Act 2011; Dog Control Bylaw and Policy; Wairarapa Consolidated Bylaw 2019 including Keeping of Animals, Bees & Poultry Bylaw; Traffic Bylaw; Public Places Bylaw.

The Animal and Bylaw Services team provides a 24/7 service. All requests for service are attended during the hours Monday to Friday and 0800 to 1700 with an on call after hours service provided for emergencies, stock control and roaming dogs contained for collection. All other after-hours requests for service are followed up on the next business day.

MY ROLE

The Team Leader - Animal and Bylaw Services Team:

To support the Environmental Services Team Manager by leading the Animal and Bylaw Services Team in the delivery of efficient service ensuring legislative roles, statutory functions and obligations under relevant legislation, bylaws and policies are practically and consistently applied, managed and delivered.

MY KEY RESULT AREAS (KRAs)

Technical

- Managing and growing investigative capability within the team to ensure best practice gathering and collection of evidence, interviewing, report writing and presentation of material to be admissible and to the standard required for criminal and civil proceedings.
- Effective and efficient management and prevention of ongoing repetitive complaints by identifying issues early through analyses of business intelligence and collaborative communication with stakeholders including internal council teams;
- Ensuring effective management and development of complaint resolution to deliver considered and effective outcomes with a focus on empathy and customer service;
- All Animal and Bylaw Services allocated service requests are effectively managed.
- Attend compliance related incidents to backup front-line staff.
- Ensure that evidence gathered is robust and meets the statutory requirements of the relevant Acts and legislation.

Leadership

- Lead the development and implementation of business improvements for service delivery to enhance services, staff development and customer satisfaction. This includes contributing to the development and improvement of current quality assurance processes.
- Be a working leader in a style which is flexible to suit the needs of individual team members, is supportive, is empowering and helps the individual and team members achieve their professional and organisational goals.
- Ensure day-to-day management of the team, acknowledging positive achievements and addressing shortfalls, monitoring workloads, rosters and hours, managing performance and development.
- Lead and encourage the team and oneself to look for personal and professional development opportunities to improve the individual, the team, and the performance and delivery of the service.
- Lead by example and encourage all individuals within the team and throughout Council to be

	professional, ethical, empathetic, respectful and value diversity. - Fulfill the responsibility of a good employer, employee and leader that promotes a culture of working collaboratively across Council and with stakeholders to achieve results and looks ahead to anticipate changing needs of the community and organisation. - Coach team members, encourage work place learning through regular reflective practice. - Lead, encourage and ultimately ensure team members are committed to a strong, consistent customer focus philosophy with an ability drive a culture where all team members communicate positively and constructively stakeholders. - Provide coaching and mentoring to staff on the fundamentals of enforcement and conducting investigations to a high standard. - Champion personal and professional development by ensuring team members participate fully in personal development plans (PDP) and in regular one to one meetings. - Achieve sustainable and long term solutions by understanding everyone's interest and evaluating options before agreeing outcomes.
Legislative Compliance	Keep up to date with legislation/amended legislative frameworks and be adaptable and resilient to practically apply such changes (in work and or communicate them to others).
Project Management	- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders. - Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. - Ensure Council processes and procedures are complied with. - Assist constructively in the review of policies and bylaws relevant to Environmental Services.
Customer Service	Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and

	in a manner which promotes customer service excellence and demonstrates MANA TĀNGATA. • Maintain confidentiality at all times.
Teamwork	• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate HĪKINA TE MĀNUKA, using a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	• Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	• Review, monitor and report on activity or projects as required by the manager. • Develop a strong culture within the team to ensure that staff are working together for the betterment of the community and organisation. • Ensure any written reports are produced using Council standard templates and are provided within the required timeframes.
Relationship Management	• Build and maintain effective professional working relationship with all key stakeholders. • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive.
Information Management	• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated system, using processes and tools as described in the current Information Management Policy.

MY HEALTH AND SAFETY RESPONSIBILITIES

Health, Safety, Wellbeing Staff

- Always ensure your own and the safety of others
- Comply with policies, procedures and safe systems of work
- Report all incidents/accidents, including nears misses, in a timely fashion
- Actively participate in the hazard management and identification process
- Escalate risk as per the Risk Management Policy

MY OTHER RESPONSIBILITIES

Self-Management, Training and Development

- Set realistic goals for own performance
- Undertake change based on regular self-evaluation and feedback
- Identify opportunities for personal and professional development and growth
- Undertake both internal and external training identified as relevant to the role

Policies and Procedures

- Comply with the Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times
- Ensure the implementation and compliance with the Council's Code of Conduct and Policies and Procedures, within all areas of responsibility

Other duties

- All duties must be carried out to the prescribed timeframes, systems, quality, and standards and to the satisfaction of your (ELT) Manager
- Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions

Participate in the Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive
- Such other duties as may be required from time to time by your (ELT) Manager

MY KEY RELATIONSHIPS

Internal

- Line Manager and ELT Manager
- Immediate Team
- Masterton District Council Staff

External

- Members of the community/customers
- External contractors
- Greater Wellington Regional Council
- Ministry for Primary Industries
- Department of Internal Affairs
- Police
- Business, Educational, Professional, Community and Environmental Groups
- Department of Conservation
- Schools
- Other Local Authorities and relevant Government Agencies

MY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE

Qualifications, Skills and Experience

- Demonstrated effective people leadership skills
- Demonstrated ability to lead and manage investigations, prosecutions and understanding of legislative process.
- Tertiary level qualification or equivalent experience in an enforcement or law related role.
- Commitment to delivering excellence in customer service with the ability to negotiate and respond effectively to stakeholder interests and resolve problems within a high-profile political environment.
- Demonstrated experience in ability to read, interpret and practically apply legislation.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.

Personal Attributes

- Respectful, honest and open
- Operates with integrity, respecting diversity and other's needs
- Self-motivated with initiative
- Positively takes on challenges
- Takes accountability for own actions and works effectively as part of a team
- A strong communicator who can work collaboratively across a range of managers and teams

Other

- Effective time management skills with an ability to prioritise work across the team, and for oneself effectively.
- Knowledge, understanding and awareness of Maori issues and perspectives.
- Hold a current and valid New Zealand Driver Licence
- Demonstrated computer literacy and ability to effectively use common software packages and learn new systems and processes.

Competencies

- **CUSTOMER SERVICE ORIENTATION:** Making efforts to listen to and understand customers (both internal and external); anticipating customer needs; giving high priority to customer satisfaction.

- **COMMUNICATION:** Expressing ideas effectively in individual and group situations (including non verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.
- **WORKING CO-OPERATIVELY:** Working effectively with others inside and outside the organisation; taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.
- **HEALTH AND SAFETY:** Committing to applying core safety knowledge, skills and attitudes to everyday work to optimise health and safety. Promoting safety through effective communication. Anticipating, recognising and managing situations that place individuals at risk. Recognising the occurrence of an incident or near miss, responding effectively to mitigate harm to individuals, ensuring proper reporting and preventing recurrence.
- **EMPOWERMENT:** Creating a sense of ownership of jobs or projects by providing clear expectations, control of resources, responsibility and coaching; offering help without removing responsibility.
- **JUDGEMENT (PROBLEM SOLUTION):** Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.
- **TEAM DEVELOPMENT:** Using appropriate interpersonal styles and methods to develop team spirit and intra-team co-operation.
- **TECHNICAL/PROFESSIONAL KNOWLEDGE AND PROFICIENCY:** Having achieved a satisfactory level of technical and professional skill/knowledge in job related areas; keeping abreast of current developments and trends in areas of expertise.
- **LEADERSHIP (INFLUENCE):** Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

POSITION DESCRIPTION AGREEMENT

My name	
My signature	
Date	

POSITION DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
Environmental Services Manager	1.0	Create, add content to PD.	May 2022
People and Culture Administrator	1.1	Formatting PD and added in competencies	May 2022
Environmental Services manager	2.0	Updated PD	July 2024
People and Culture Advisor	2.2	Format PD	July 2024

ATTACHMENT A

Place in organisation

