

POSITION DESCRIPTION

Companion Animals Liaison Officer
(POS2404)

Directorate: Planning & Compliance

Department: Community Standards

Position Grade: 13

Reports to: Coordinator Regulatory Services

Last review: July 2024

Next review: July 2026

**Version
No.:** 1

Position purpose:

To develop, review and implement Council's consolidated action plan under the Urban Cat Management Plan and all programs related to companion animals. To work with the community to ensure a high level of participation in the programs and events under the action plan.

Key accountabilities/responsibilities:

Responsible for:

- 1) Development, review and implementation of Council's Urban Cat Management Plan and all programs related to companion animals.
- 2) Implement the actions associated with the consolidated Action Plan under Council's Urban Cat Management Plan.
- 3) Deliver agreed actions within the agreed timeframes.
- 4) Review outcomes of programs and prepare quarterly reports to Manager of Community Standards.
- 5) Build credible relationships with internal and external stakeholders based on Communication, Teamwork and Customer Service.
- 6) Liaise with the marketing and media officers of the Communications Department to develop educational/promotional resources.
- 7) Improve residents awareness and/or participation in Companion Animals programs.
- 8) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.
- 9) Other duties as directed by the manager, that is within the scope of your skills, competence and training.

Decisions made in the position:

- 1) Decisions made according to delegated Authority.
- 2) Prioritise own work activities in accordance with Council's business and customer objectives.

Decisions referred:

- 1) Tasks outside of scope of delegation for position

POSITION DESCRIPTION

Companion Animals Liaison Officer
(POS2404)

Key issues/challenges:

- 1) Developing outcome approach and best practice solutions.
- 2) Managing community expectations.
- 3) Managing programs within the timeframes.

Key working relationships:

- Managers and Directors
- Residents
- Coordinators
- External agencies

POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences:

- Certificate IV in Regulatory Services or other relevant qualifications or experience
- Class C Drivers Licence

Experience

- Demonstrated experience in the planning, compilation, production and delivery of educational materials and programs.
- Demonstrated experience in setting priorities, managing time and competing prioritises to optimise results.
- Experience in the field of companion animals.
- Experience in working with broad range of internal and external stakeholders including community and external agencies.
- Demonstrated experience in providing strong customer service.
- Demonstrated experience in use of Computer programs – ie Microsoft Office, Trim, Pathways and Pinforce.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Extensive knowledge and working ability to interpret and apply the Companion Animals Act 1998.
- Highly developed and proven nonverbal and verbal communication skills, including listening, influencing, negotiation and conflict resolution skills.
- Highly developed and proven written communication skills, including ability to prepare letters and reports.
- Ability to work independently and within a team environment, with a strong commitment to team outcomes.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Understanding of budget administrations.
- Understanding of social media platforms for marketing purposes

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous