

Team Leader Animal Management

Classification: Band 6

Date reviewed: March 2024

Department: City Compliance

Directorate: City Futures

Approved by: Manager, Regulatory Services

Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives. We want our leaders to be collaborative, humble, smart and hungry.



Our Vision

A progressive, values-led and high performing organization where we connect and collaborate to make and impact.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

Strategic Priorities

- Lead with our Culture
- Invest in our People
- Improve our systems and adapt how we work
- Agree our Priorities
- Engage our Community
- Enhance our Services and Performance Reporting

Position Purpose

To provide direction and guidance in regard to Animal Management activities across Council

To deliver a responsive animal management service through the provision of education to the community and through proactive enforcement of applicable Legislation and the Brimbank City Council General Local Law 2018.

To provide for the safety and amenity of the municipality give assistance as required with Parking and Local Law Services.

Key Responsibilities

Supervision of Animal Management Activities

- Oversee and supervise the day to day operations and service delivery of Animal Management services for Brimbank;
- Provide advice in the development of, and implement, work performance plans, annual budget and service charters at the request of the Manager Regulatory Services and the Coordinator of City Compliance;
- Assist the Manager and Coordinator to prepare specifications for service contracts as required;
- Monitor service contracts to ensure service delivery requirements are met;
- Develop and implement work programs and rosters to ensure adequate staffing levels to meet service delivery requirements and to ensure adequate resource coverage during absences;
- Develop and review draft policies in consultation with other staff and stakeholders for the consideration of management and the Council;
- As directed by the Coordinator City Compliance, monitor, review and develop processes, guidelines and systems to support effective service delivery, and identify, recommend and develop improvements as appropriate;
- Undertake to resolve team and customer problems and conflicts as required;
- Liaise with the Prosecutions Officer regarding infringements and offences requiring further action;
- Carry out regular field patrol inspections to provide a clear feedback and examples to team members and to ensure that investigations and enforcement are being conducted in a timely and efficient manner;
- Assist the Coordinator City Compliance to monitor, analyse and report on any variations to expenditure and revenue within Animal Control operations, and identify any issues requiring further attention;
- Consider and draft responses to correspondence in relation to animal management matters and refer to the Coordinator as appropriate;
- Liaise with staff from the Department and across Council to discuss issues of concern and identify solutions to operational problems;
- Maintain an up to date knowledge of relevant Legislation and Regulations and communicate effectively in order to educate members of the team and across Council as appropriate;
- Supervise, monitor and guide the work and performance of team members and contract staff, to ensure the effective and efficient discharge of statutory responsibilities and the highest levels of customer service and quality;
- Resolve enquires/complaints as designated using Council's Customer response system and other software packages;
- Undertake routine and proactive patrols and door knocks to facilitate compliance with relevant Legislation;
- The impounding of animals in accordance with Legislation under which the incumbent is authorised;
- Transport and arrange for the treatment of sick or injured animals;

- Investigate dog attacks in accordance with established procedures and policy, document those incidents making appropriate recommendations;
- Deliver Council's cat trapping program in accordance with Council's Policies and Procedures;
- Conduct Audits of Local Law Permits Domestic Animal Businesses and housing conditions of particular classes of animals in accordance with Legislative requirements, relevant codes of practices, standards operating procedures and Council policies;
- Maintain and supervise staff in operating an animal housing facility in accordance with the Code of Practice for the Management of Dogs and Cats in Shelters and Pounds;
- Promote 'Responsible Pet Ownership' to members of the public by a range of media; including face-to-face, telephone, written, and when required attendance at public forums in relation to animal related issues.
- Prepare standard documentation regarding potential prosecutions and attend Court, to give evidence as required.
- Maintain records in regard to animal matters in accordance with State Legislation, Council's Policies and Procedures.
- Assist in the development of programs or initiatives that enhance the amenity, safety and good order of the local environment including Council's Domestic Animal Management Plan.

Organisational Relationship/Context

Reports to Coordinator City Compliance

Supervises Animal Management Officers

Budget managed Nil

Major contacts Internal:

- Other Council staff across various departments

External:

- Police
- Animal Welfare Agencies and groups
- Lost Dogs Home
- Government Agencies and Departments
- Local Veterinary practices.
- General Public

Accountability

The position will work under the direction and in consultation with the Coordinator of City Compliance.

- Ensuring the efficient and effective operation of Animal Management activities and functions are maintained in accordance with Legislation, Regulations and Council policy;
- Supervising and leading officers engaged in Animal Management activities and functions;
- Approving roster changes and leave requests;
- Monitoring staff performance and monitoring expenditure against relevant budget and expenditure limits;
- The accuracy, completeness, and quality of information, notices issued or records kept in carrying out the duties of the position;

- Providing verbal and written advice and information to residents as determined by Council policy, procedure and guidance;
- Displaying a positive image whilst conducting duties;
- Under the supervision of the Coordinator City Compliance, the position provides input into policy development processes and must liaise with other areas of Council's operations to ensure that the needs of Animal Management programs and activities are considered in policy formulation.

Judgement and Decision Making

Within the framework of established practices and procedures, exercise discretion in Animal Management and enforcement issues.

Decisions made will be based on:

- A sound knowledge of all relevant Acts, Regulations, the Local Law and operational procedures.
- The application of principles of natural justice, equity and substantive fairness.
- An understanding of when it is appropriate to refer a matter to a more senior officer for determination.
- Appropriate resolutions selected from a range of established options.
- Guidance and advice are usually available

Specialist Skills and Knowledge

The Position requires:

- The ability to comprehend and interpret Acts, Regulations and the Local Law and decide on appropriate courses of action in consideration of broader organizational policies.
- The ability to stay abreast and update knowledge of Legislative changes and required skills specific to this position.
- Ability to conduct investigations using appropriate analytical and investigative skills to ensure all evidence is collected and witnesses interviewed and prepare a brief of evidence for prosecution.
- Ability to use various software programs i.e. Authority, Confirm, CM9 and Microsoft on screen based and mobile computer systems
- A good understanding of animal behaviour and ability to handle animals in often difficult situations
- An understanding of the function of the position within its organizational context, including relevant policies, regulations and precedents.
- Customer service skills.

Management Skills

- Good communication skills.
- Ability to work within statutory time limits to organize and prioritize tasks in accordance with set objectives and procedures.

In consultation with and under the direction of the Coordinator City Compliance

- Lead a team including motivating staff, and scheduling of workload, management of rostering, and resolution of team conflict;
- Supervision of operational service delivery, ensuring customer service, regulatory, health and safety objectives and requirements are met;
- Monitor and report on performance and service quality and outcomes;

- Understanding of the principles of quality and continuous improvement and the ability to identify and recommend local service and Departmental improvement opportunities.

Interpersonal Skills

- Respond in a professional and courteous manner to counter, written and telephone enquiries and all face to face encounters with customers.
- Possess good conflict resolution skills and be able to deal with difficult or irate customers.
- Act co-operatively within the team, support team decisions, share information with team members and work to create a positive environment for the team.
- Actively participate and contribute in all team meetings and team activities.
- Actively assist other team members with other tasks as required
- Require the ability to gain co-operation and assistance from residents, members of the public and other employees in controlling compliance situations that may arise in the municipality.
- Employees are expected to write standard correspondence, briefs and reports in their field of expertise.
- Ability to exercise a high level of discretion, diplomacy and confidentiality in dealing with internal and external customers.

Qualifications and Experience

- Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment requiring daily contact with a broad cross section of the community in a variety of issues.
- Demonstrated ability to comprehend and interpret Acts and Regulations and decide on an appropriate course of action.
- Sound negotiating and conflict resolution skills.
- Adequate consultation, communication (oral and written, including report and letter writing) presentation and interpersonal skills.
- Ability to work independently and as part of a small team, to established priorities and achieve set targets within a set time frame.
- Experience in the development of programs or initiatives that enhance the amenity, safety and environment of the municipality.
- The incumbent may be directed to carry out such duties within the limits of the employee's skills, competence and training without narrowing the skills base.
- The physical ability (strength, fitness and agility) and experience to without assistance, catch, restrain, load and unload animals such as dogs, cats and assist if required with goats, sheep, cattle and horses.
- Demonstrated ability in leading a compliance based team.
- Current Victorian Driver's Licence.
- Current Police check.
- Current Working with Children Check.

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment or substantial experience in law enforcement and animal management.

- Demonstrated ability in leading a compliance based team.
- Demonstrated customer service and conflict resolution skills and be able to deal with difficult or irate customers.
- Demonstrated ability to comprehend and interpret Acts and Regulations and decide on an appropriate course of action.
- Demonstrated ability in effective verbal and written communication skills and the preparation of reports as required.
- Competent computer skills to be able to use mobile regulatory technology and devices.
- Knowledge and experience of investigation procedures and an ability to conduct investigations using appropriate analytical and investigative skills to ensure all potential evidence is obtained.
- Demonstrated ability to manage personal time, to set priorities and plan and organize own work load to efficiently complete tasks or achieve objectives, often within statutory time limits, while meeting Council and client expectations.
- Demonstrated ability to handle all types of animals related to this role, in a safe and effective manner.
- The ability to attend after hours call outs within 30 minutes and be available for on call duties after hours.

Working at Brimbank

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures (*Brimbank Child Safe Policy and Child Safety Responding and Reporting Procedure*).

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engaging in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation regarding Equal Opportunity.

In Victoria it is against the law to discriminate on a number of grounds including (but not limited to) age, disability/impairment, race, sex, status as a carer, marital status, pregnancy and gender identity.

Gender Equality

Advancing gender equality is a shared responsibility that requires everyone's involvement. This means all employees' behaviours and actions must allow all people to participate, feel safe and feel included regardless of their gender or other attributes of their identity.

All employees have a responsibility to support and promote gender equality and Brimbank's vision for workplace gender equality, as outlined in the Gender Equality Action Plan (*Refer to Gender Equality Act 2020*).

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and

implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.

- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's legislative governance culture
- Adhere to Council's Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.