

# Position description

<b>Position title:</b>	Senior Shelter Officer (Operations)	<b>Team:</b>	Animal Shelter
<b>Division:</b>	Community	<b>Reports to:</b>	Animal Shelter Manager
<b>Department:</b>	Licensing Compliance	<b>Direct reports:</b>	0
<b>Unit:</b>	Animal Management	<b>Indirect reports:</b>	0



## Our commitment to te ao Māori

The role will require working collaboratively across council, agencies, and communities to effectively contribute towards the delivery of the Māori Responsiveness Plan for Tamaki Makaurau and create a coherent linkage with the council's overall work programme to achieve Maori outcomes.



## Purpose of the job

The Senior Shelter Officer (Operations) acts as a second in charge to the Shelter Manager, with a focus on the day to day running of the shelter. The shelter operates 7 days a week and has 24-hour responsibilities. The Senior Shelter Officer (Operations) is responsible for the safety and wellbeing of staff and animals as well as the customers who visit the shelter when the Shelter Manager is not present.

Regular duties include managing the shelter front office, monitoring maintenance of the shelter, effective ordering of supplies and ensuring up to date and accurate customer and dog records. The role also is responsible for training, and mentoring Shelter Officers on office operations and customer responsibilities.

The Senior Shelter Officer must understand dog behaviour and be able to advise customers. The role will monitor and review existing policies, procedures and processes, in-line with best practice standards.

The senior will also carry out the responsibilities of a shelter officer including the care of dogs (and at times other animals) in Auckland Council's Animal Management shelter. The role will carry out the Council's statutory and regulatory functions relating to animal management (principally dog control and stock impounding), to protect public safety and increase public awareness and accountability. The role includes dealing with our customers to make sure they understand our processes and their options.



### Key responsibilities

- Be aware of, and demonstrate, the principles of **Our Charter**. This sets out the expectations for conduct at Auckland Council.
- Be aware of, and demonstrate, **Our Behaviours** in ways that support inclusivity and adaptability in every aspect of our work.
- At Auckland Council, "health and safety starts with me" (ka timata te hauora me te aria hauata ki a au) and everyone has a duty to keep themselves and others safe.
- Action Auckland Council's good employer obligations including equal employment, biculturalism and diversity policies and practices
- Auckland Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection – as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city
- As an employee of Auckland Council, you are required to understand and demonstrate our organisational behaviours
- As an employee of Auckland Council, you are required to be associated, as required, with Civil Defence Emergency Management or any exercise that might be organised in relation to this council function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in Auckland Council's health and safety policy and procedures
- Promote activities and initiatives that assist Auckland Council achieve its vision and mission
- Promote one-organisation initiatives and action these service characteristics
- As an employee of Auckland Council, you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, Auckland Council Code of Conduct



### Outcomes

- Dog and animals held in the Shelter are well cared for
- The shelter is clean and disease free
- Customers have a full understanding of the process and their options
- Adoptable dogs are trained as far as practicable in preparation for their new homes
- Auckland Council is well represented at hearings
- Customers understand their obligations when owning a dog

### Auckland Council behaviours



**SERVE**

Aucklanders serving Aucklanders



**DEVELOP**

Step up from good to great



**COLLABORATE**

Success comes when we work together



**ACHIEVE**

It's up to us to make it happen



### Key skills

- Train and upskill Shelter Officers in dog handling and animal care
- Ensure that breed assessment tools are fit for purpose and are used consistently and effectively
- Ensure that the Auckland Council temperament test is fit for purpose, and results are monitored
- Temperament testing to identify dogs suitable for adoption
- Ensure all animals in the shelter are cared for in accordance with the highest humane standards and industry standards
- Build and maintain relationships with dog owners, Animal Management Officers, and other stakeholders
- Be able to proficiently handle dogs of all sizes and temperaments
- Provide care for animals in the shelter
- To assist the veterinarian to carry out duties as per Auckland Council's procedures (including euthanasia)
- Provide education to customers as required
- Administer medication as required following correct procedures
- Manage conflict situations promptly and fairly, keeping the customer and stakeholders informed throughout the process of their rights and legal obligations
- Provide advice to customers, responding to and resolving requests/complaints and escalate where necessary
- Prepare and manage reports and records in the required format
- Assist as required with legal proceedings (including appearing before the District Court or Regulatory Committee as required)
- Maintain current and accurate data using council's record management systems
- Work with adoptable dogs to prepare them for adoption
- The shelter is clean and disease free
- Good conflict management and conflict resolution skills.
- Ability to form good working relationships with external bodies such as the Police, SPCA, Community groups and local boards.



### Job requirements

- 5+ years in an animal management/husbandry or compliance field
- 5+ years' experience working with dogs or in a related field
- 3+ years' experience working in local Government an advantage
- A sound understanding of Tangata Whenua and Te Tiriti o Waitangi
- A current and relevant NZ Driver's licence is required or other applicable way of travelling across the region

### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities,

### Auckland Council behaviours



**SERVE**

Aucklanders serving Aucklanders



**DEVELOP**

Step up from good to great



**COLLABORATE**

Success comes when we work together




**ACHIEVE**

It's up to us to make it happen

duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

<b>Approving manager:</b>	<b>Version date:</b>
Nikki Cripps, Regional Shelter Manager	November 2024

 <b>Job framework</b>	<b>Job function:</b>	<b>Job family:</b>	<b>Job:</b>
	Operations	Animal Management	Analyst Animal Management

**Auckland Council behaviours**



**SERVE**

Aucklanders serving Aucklanders



**DEVELOP**

Step up from good to great



**COLLABORATE**

Success comes when we work together



**ACHIEVE**

It's up to us to make it happen