

PART 1 – POSITION DETAILS

Position Title	Animal Management Officer
Position Number	Generic
Division	Planning, Place & Community
Business Unit	Environmental Compliance
Pay Rate	Northern Beaches Grade F
Reports to	Ranger Coordinator
Hours	76 hours per fortnight
Status	Permanent
Date of last review and update	February 2019

NORTHERN BEACHES COUNCIL'S VISION

Our Vision is “Delivering the highest quality service, valued and trusted by our community”. Critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

DIVISION

Planning, Place and Community

The Planning, Place and Community Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units – Development Assessment, Strategic and Place Planning, Community, Arts and Culture, Environmental Compliance and Children's Services.

PART 2 – BUSINESS UNIT OVERVIEW

The Environmental Compliance Business Unit

The Environmental Compliance Business Unit delivers regulation, enforcement, and education services that protect the public, the environment and groups such as residents, tenants, workers and businesses.

This Business Unit is involved with the investigation and enforcement of legislation, council policy, and customer requests in relation to parking and companion animals, public health and pollution matters, building/development, land use and fire safety, as well as providing private certification services.

The Environmental Compliance Business Unit encompasses the following services;

- Environmental Health
- Building Control
- Rangers

- Regulatory Support
- Business Support

The Unit is committed to providing a high-quality service to all stakeholders, including our community, the Leadership Group, other council staff and the Council. The Unit strives to use better practice methods and procedures whilst developing and implementing new ways to conduct day to day operational duties to improve efficiency whilst maintaining council's core values.

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

To enforce council's legislative and policy responsibilities, particularly in relation to companion animals, to ensure council provides best practice compliance services that protect and enhance the environment and the safety of the community. To promote and encourage responsible pet ownership through education, animal management programs and events, and proactive and reactive patrols. To maintain accurate records and prepare reports in relation to companion animals.

Key Responsibilities

- Provide a high quality investigation service in relation to companion animals and other Ranger functions
- Issue notices, orders and penalty notices and undertake prosecutions in accordance with legislation and council policy
- Actively promote and support responsible pet ownership across the community
- Provide information to the community in relation to animal management and other Ranger matters
- Undertake proactive patrols to ensure compliance with legislation
- Undertake all Ranger functions including those concerning: animals, abandoned vehicles, pollution events, unauthorised development and development sites, boat trailers, use of council land, impounding, burning off, patrols of school zones, and parking and traffic enforcement
- To always deliver the highest quality service by being professional, courteous and respectful to all parties when undertaking duties
- Flexible, adaptable and responsive to change with a demonstrated willingness to do what is required to deliver quality outcomes
- Proactively participate as a team member and contribute towards the achievement of team goals and objectives
- Transparent decision making and consistent application of enforcement principles
- Respond to all requests within allocated timeframes
- Observe council's values in all dealings
- Accurate and timely record keeping

People Leadership

- Role model the Northern Beaches Council's values and behaviours

Operational

- Investigate and respond to animal matters including dog attacks, roaming dogs, dogs and cats in prohibited areas, off-leash dogs, non-compliance at off-leash areas, barking dogs, and nuisance cats
- Collect evidence, interview witnesses, prepare statements and affidavits, attend court as a witness and liaise with council's solicitors where necessary

- Issue notices, orders, declarations and penalty notices under relevant legislation and consider representations submitted in response to these
- Assist with the review of procedures and guidelines relating to the handling of animals to achieve improvements and increased levels of service to the community
- Determine whether legislative requirements in respect of dangerous, menacing and restricted dogs are being complied with and issue certificates of compliance where applicable
- Conduct proactive patrols on own initiative and as scheduled and assist other officers with patrols as necessary or requested
- Assist with the identification of areas that require proactive patrols and the forward planning of patrols
- Prepare and deliver education and promotion programs relating to animals
- Attend community and social events across the council area and work with school groups, community groups and others to promote responsible pet ownership and compliance with legislation
- Conduct regular activities to determine if animals are identified and registered and that accurate details are recorded in the Companion Animals Register
- Coordinate and implement animal programs such as the annual dog event
- Attend meetings where animal management is being discussed
- Conduct monitoring, consultation and audits relating to companion animals
- Liaise with council's pound in relation to impounded animals and assist with the re-homing of animals
- Deliver animals to other agencies and groups as required
- Work with other areas of council to improve and promote existing off-leash areas, identify new off-leash areas, and review and make recommendations in relation to signage
- Develop and maintain co-operative, appropriate and effective working relationships with internal and external stakeholders, with a demonstrated commitment to excellence in customer service
- Assist other areas of council with the control of nuisance cats and cats and dogs in prohibited areas
- Proactively investigate and make application for grants and manage grant and other programs
- Attend to all administrative requirements in relation to companion animals, including preparing and submitting reports to the Office of Local Government
- Prepare reports and statistics and maintain accurate records in accordance with council's standards and business rules
- Maintain databases as required, ensuring that information is interpreted accurately and stored appropriately
- Respond to customer enquiries and manage customer expectations in accordance with council standards
- Contribute in a positive manner to the performance of the team
- Represent the Unit at meetings and in other forums
- Provide advice to other staff in relation to companion animals
- Attend to other Ranger functions including abandoned vehicles, pollution events, unauthorised development and development sites, boat trailers, impounding, burning off, and parking and traffic enforcement
- Ensure compliance with Work Health and Safety policies and procedures

Business Performance

- Ensure compliance with legislation and council policies, procedures and guidelines
- Identify opportunities for improved customer service, efficiency and effectiveness in service delivery

**** Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- A Certificate IV in Local Government (Regulatory Services) or equivalent enforcement qualifications
- Knowledge and understanding of the Companion Animals Act 1998 and other legislation relevant to the position
- An ability to prepare and conduct community education programs and to engage with the community
- Experience with handling dogs and animal management
- Experience working as a Ranger, in an enforcement role or an animal management role

Capabilities and Knowledge

- A self-starter with high levels of initiative and sound judgement
- High level communication and interpersonal skills and the ability to deal with people at all levels
- Good public presentation skills
- Strong organisational, creative and initiative skills
- Well-developed conflict resolution, negotiation and problem solving skills, the ability to consider alternative points of view, identify and analyse options, make decisions and implement solutions
- Demonstrated ability to act independently and as part of a team
- Sound computer skills and the ability to use and maintain databases and registers
- Demonstrated ability to act with integrity at all times
- Demonstrated experience in following strict procedures in complex investigations, interviewing witnesses and offenders, collecting evidence, issuing notices, orders and penalty notices and being a witness in court
- Ability to interpret and apply legislation and council policies
- Ability to manage and achieve or exceed set goals
- Demonstrated commitment to customer service, continuous learning, EEO, WHS and ethical principals
- Demonstrated ability to initiate and respond effectively to change
- Current Class C (minimum) Driver's Licence.

PART 5 – DESIRABLE CRITERIA

- Awareness of industry best practice relating to the management of companion animals
- An understanding of social media as a means of communicating information to the community
- Knowledge and understanding of local government
- Experience in a similar position involving regulation, investigation and enforcement in a local government context
- Experience working with animals in an enforcement role