

# Animal Control Team Leader

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## UNIT/TEAM

Customer and Strategy  
Compliance Manager

## REPORTS TO

## ROLE PURPOSE

As a senior member of the Compliance team this role is primarily responsible and accountable for the leadership and delivery of animal control services to the community; to carry out dog and stock compliance duties in accordance with legislation and Council bylaws and policies.

## HOROWHENUA 2040 VISION

Growing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

## COUNCIL'S VISION

Working together to take Horowhenua from good to great.

## COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

## OUR VALUES

|                    |                                                                   |
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| <b>Greatness</b>   | We never settle until our good is better and our better is great! |
| <b>Real unity</b>  | We make it happen, together!                                      |
| <b>Energy</b>      | We use our energy to perform and succeed!                         |
| <b>Achievement</b> | We deliver exceptional results!                                   |
| <b>Trust</b>       | We create trust by living with integrity!                         |

## KEY RESULT AREAS

| KEY RESPONSIBILITIES                                                                                                                        | SUMMARY OF OUTCOMES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Leadership of the Animal Control team                                                                                                       | <p>Clear goals, objectives and plans are set for staff in the Animal Control Team in line with the organisation's vision and values.</p> <p>The Animal Control team receive on the job coaching and leadership to support their ongoing performance and development.</p> <p>Assess and monitor overall staff performance and offer feedback to the team as per set HDC systems, standards and procedures.</p> <p>Provide or facilitate training to ensure the team understand and are equipped to do what is expected of them.</p> <p>Empower the team in taking a proactive approach to all problem solving and keep relevant staff informed as issues develop</p> <p>Business improvements are identified, developed and solutions implemented to enhance services provided to the public.</p> <p>Provides guidance, development opportunities and feedback to direct reports. Manages conflicts within the team quickly and efficiently.</p> |
| Co-ordinate and/or carry out duties of a Dog Control Officer or Stock Ranger in accordance with legislation and Council bylaws and policies | <p>Manage the activities of dog owners and their animals, through a combination of enforcement and education, to prevent dogs from becoming a nuisance in the community.</p> <p>Co-ordinate staffing and/or respond to, investigate and resolve animal complaints ensuring compliance with legislative requirements and HDC policies and procedures.</p> <p>Co-ordinate/Conduct patrols to ensure dog &amp; stock owners comply with legislative requirements, Council bylaws and regulations.</p> <p>Provide a high standard of service, customer advice and quality information on animal owner responsibilities, compliance requirements and animal control services at all times.</p>                                                                                                                                                                                                                                                       |
| Lead the animal control compliance and enforcement systems to ensure adherence with legislation and within delegated authority              | Co-ordinate and manage staff and systems to ensure all complaints received by the Animal Control function are responded to in an appropriate manner, ensuring                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|                                                                                                                                                             | <p>compliance with legislative requirements and HDC policies and procedures.</p> <p>HDC complaint records are updated with relevant outcomes and within agreed processes and timeframes.</p> <p>Gather and record high quality evidence that supports successful compliance and enforcement outcomes, including prosecutions.</p> <p>Decide on and take appropriate remedial or enforcement measures for non-complying matters; make recommendations for prosecution; initiate enforcement action when necessary all in accordance with legislation and Council policy and bylaws.</p> <p>Appear at hearings/ court matters as required</p> <p>Manage potentially conflicting priorities of the Council's performance targets and the expectations of the customer, both internal and external.</p> <p>Establish or maintain cooperative relationships with different business units within Council and with external agencies such as other local authority animal control units, SPCA, NZ Police and other agencies.</p> <p>Deliver on overall Council contributions if and when required to ensure business goals are achieved as well as developing own professional abilities on a continuous basis.</p> <p>Provide assistance to the wider Compliance team functions when required.</p> |
| <p>Animal Control service and pound is maintained and adequately staffed at all times, and 'on call' duties undertaken as part of a duty on call roster</p> | <p>Health and Safety guidelines are followed at all times, and where guidelines are absent, they are documented in accordance with HDC processes and implemented in the team.</p> <p>Pound is staffed appropriately, and dog/animal facilities are kept clean and operable at all times.</p> <p>Co-ordinate and maintain staff rosters (including the on duty roster) ensuring animal control services are provided to the community at all times.</p> <p>Impound register is accurate and up to date.</p> <p>Dogs and animals receive the appropriate level and standard of care whilst in our custody, ensuring animal welfare needs are met such as access to adequate food and clean water.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| Administration and Communication                                                                                                                                                             | <p>Act as an ambassador for our Council, going above and beyond to provide both internal and external customers with exceptional service at all times.</p> <p>Contact customers and related key stakeholders regularly to provide feedback and update status of actions promised to the customer.</p> <p>Prepare written responses to the customer to conclude or provide feedback to their enquiries, complaints or investigations.</p> <p>Impound register is maintained with up to date accurate information ensuring all required information is available at the ready.</p> <p>Prepare and send out high quality written communication on behalf of Council's animal control function.</p> <p>Gather and record high quality evidence that supports successful enforcement outcomes, including prosecutions.</p> |
| Ensure consistency of services – Quality Management                                                                                                                                          | <p>Animal Control processes are developed, continuously reviewed, maintained and documented.</p> <p>Provide assistance and support to develop, implement and maintain an Animal Control Quality Management system.</p> <p>Conduct or co-ordinate regular peer review of reports, letters and other documents to ensure they are in accordance with relevant legislation, and are technically and grammatically correct.</p>                                                                                                                                                                                                                                                                                                                                                                                           |
| Support the Compliance Team                                                                                                                                                                  | <p>Provide support to other regulatory compliance functions as required, including the response and investigation of abandoned vehicles, bylaw complaints and administrative duties.</p> <p>Support and champion the application of Councils compliance and enforcement strategies, policies and guidelines.</p> <p>Attend and actively participate in team meetings to foster consistency across all regulatory compliance functions.</p>                                                                                                                                                                                                                                                                                                                                                                            |
| Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis. | <p>Additional tasks, duties or responsibilities as directed by the manager.</p> <p>Assist any other department of Council when required and as agreed.</p> <p>Participate and contribute to management support initiatives.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                                                                                                                                                                                                                                                                                                         | Process all Council information as per approved electronic records management system and procedures.                                                                                                                                                                                                                                                                                                                                                                                       |
| Organisational Support                                                                                                                                                                                                                                                                                                  | <p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>                                                                                                                                                                                                 |
| <p>Occupational Health and Safety</p> <p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p> | <p>Hazards are identified and control measures followed.</p> <p>Work-related accidents, incidents and illnesses are reported.</p> <p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p> <p>Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites.</p> <p>Safe work practices are demonstrated.</p> |

## DELEGATIONS

|                           |                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Direct Reports</b>     | Yes                                                                                                                                                                                                                                                                                                                                                        |
| <b>Financial</b>          | <p>Annual Operating budgets would apply as approved by the Chief Executive Officer.</p> <p>Will exercise formal delegations in relation to operational, staffing and budget as assigned by the Chief Executive Officer.</p> <p>Statutory delegation would apply as approved from Council from time to time</p> <p>This role has financial delegations.</p> |
| <b>Warrants Required:</b> | Animal Control Officer                                                                                                                                                                                                                                                                                                                                     |

## COMPETENCIES

A successful Animal Control Team Leader at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Command Skills** - Confident to give direction and willing to accept responsibility for the actions and decisions of the team. Drives progress and action through motivation of others.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Supervision** - Provides guidance, development opportunities and feedback to direct reports. Manages conflicts within the team quickly and efficiently.
- **Organisation** - Organised and tends to take a structured approach to tasks/goals. Plans effectively and manages resources.

- **Communication** - Communicates in a clear, confident and articulate manner. Is effective at influencing others.
- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen** - Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Emotional Intelligence** - Perceives and manages emotions in self and others. Relates well to others, with strong interpersonal skills.

## EXPERIENCE/QUALIFICATIONS

### Essential:

- Demonstrated leadership and management experience.
- 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 ability to read, interpret and practically apply legislation.
- Demonstrated ability to lead and manage investigations, or understanding of investigative best practice;
- People leadership experience.
- Willingness to undergo pre-employment checks and screenings such as psychometric assessments, drug- and alcohol testing, etc.
- A current and valid full NZ driver's license.
- Qualifications and/or proven experience in dealing with animals would be an advantage.

### Job Specific Knowledge and Skills:

- Ability to lead and manage investigations and an understanding of investigative best practice.
- Ability to analyse and interpret practically apply legislation, plans and policies.
- Understanding of the Treaty of Waitangi.
- An understanding of quality systems and quality assurance principles.
- Sound knowledge of local government procedures, protocol and policies.
- Ability to analyse, establish and implement new policies and procedures.
- Ability to communicate in at least English on an advanced level.
- Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

## KEY RELATIONSHIPS

### Internal:

- Chief Executive
- Group Managers
- Other Council Managers and staff
- Mayor, Councillors and Community Board Members

### External:

- Animal Owners and/or holders of registrations and licences
- Other regulatory agencies and government agencies

- Affected stakeholders
- Other relevant technical professionals
- Council's contractors and professional service providers
- The Horowhenua Community
- Local Iwi Groups
- Members of the general public