

## Animal Control Officer

To provide animal control services required by statute and bylaw for the Council.

### ORGANISATION NGĀ POU | OUR VALUES



#### **Manaakitanga**

**POU 1.** The customer is at the centre of everything we do.



#### **Rangatiratanga**

**POU 2.** We aspire to the highest standards.



#### **Whakapono**

**POU 3.** We strive to be trusting and trustworthy.



#### **Whanaungatanga**

**POU 4.** We act with courage, respect, kindness and empathy.



#### **Kotahitanga**

**POU 5.** We embrace diversity and strive to be inclusive.



#### **Aroha**

**POU 6.** We believe in and encourage each other.



**RANGITĪKEI**  
DISTRICT COUNCIL

**He oranga Whenua,  
He oranga Tangata,  
He oranga Wairua.  
Tihei Mauriora!**

**If our Land is cared for,  
if People are looked after,  
if the Spirit is strong,  
we can build a  
better future for all.  
Let there be life!**

*Making this place home*

## Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Animal Control Officer – that's your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Action requests for service and complaints as required by relevant legislation and Council policies
- Undertake dog and animal impound functions
- Maintain the pounds to ensure they meet all animal welfare requirements
- Keep up to date with new legislation and updates
- Issue infringement notices where appropriate to ensure statutory requirements
- Conclude property inspections for good owner classifications
- Prepare documents for court proceedings and court attendance when required

## Health and Safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

## What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

## Our customer commitment

We strive to deliver excellent customer service by:

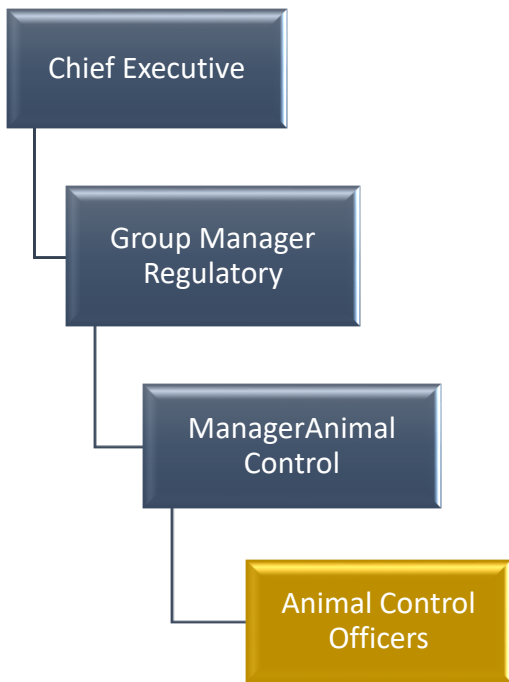
- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

## What you will bring

- A qualification appropriate to perform the duties and appropriate experience, or be prepared to undertake training necessary to obtain such a qualification.
- Good interpersonal skills
- Ability to work in a team environment or without supervision
- A working knowledge of local government legislation. Examples but not limited to: Local



Government Act 2001, Dog Control Act 1996, Impounding Act 1955 and related regulations

- A working knowledge of relevant Council by-laws, policies and District Plan
- Ability to give advice and when necessary to educate the general public on animal husbandry and relevant statutory requirements
- Ability and willingness to learn and adapt to new technology and software in a continuously changing environment
- Liaise with other agencies in matters relating to animal welfare
- A current driver's license
- A current NZ Firearms license
- Ability to work overtime when required/travel away overnight/respond during emergency situations
- Ability to work rostered weekends