



Job description

Title	Animal Services Officer
Number	2AS20A-E
Group	Regulatory and Compliance
Division	Environmental Regulation
Reports to	Team Leader: Animal Services
Direct reports	N/A
Date	22/03/2022

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is a compliance position in which you will administer the appropriate legislation and bylaws relating to the control of dogs, stock and other animals providing a proactive educational service to promote responsible animal ownership.

Key outcomes

Investigations are performed in a way that meets both legal, ethical, and humane standards.	<ul style="list-style-type: none">• Investigating complaints and gathering information and evidence to a level acceptable by the courts.• The ability to deal with challenging and emotional circumstances with the aim of achieving compliance.
Customers receive accurate and consistent information that is timely and professional.	<ul style="list-style-type: none">• Deliver information in a relevant, timely and professional manner.• Maintain established relationships with external and internal clients.

<p>The Animal Services objectives are achieved.</p>	<ul style="list-style-type: none"> • Investigate complaints, gather evidence, and evaluate information. • Report on incidents effectively and accurately and advice is provided in accordance with legislation, delegations, and policy.
<p>Animal Management is appropriately delivered.</p>	<ul style="list-style-type: none"> • Ensure the TCC Pound is operated effectively and in accordance with recognised regulations. • Ensure all animals are managed effectively, safely and within animal welfare standards.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

<p>Essential</p>
<ul style="list-style-type: none"> • Proven dispute resolution experience. • Proven investigative skills. • Animal Management experience, including animal euthanasia. • Full drivers licence

Here to make Tauranga better



WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections