



Job description

Title	Pound Management Officer
Number	2AS231, 2AS232
Group	Regulatory & Compliance
Division	Environmental Regulation
Reports to	Team Leader – Animal Services
Direct reports	N/A
Date	12/06/2026

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, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide a high level of customer service while managing the Pound and must provide a high level of care and comply with all statutory requirements of the Dog Control Act and Animal Welfare Act for all animals held at the pound.

The pound is owned by Council to hold a range of animals for the purpose of returning them to their owner, rehoming unclaimed animals or retaining aggressive or dangerous dogs pending legal action.

Key outcomes

Ensures management of animals at the pound is effective and efficient.	<ul style="list-style-type: none">• Provide high level of care and management of impounded animals.• Administer medication, along with any appropriate veterinary attention.• Assessment of the animals is done according to policy (euthanasia, adoption, etc.)
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	<ul style="list-style-type: none"> Investigate ownership of animals and follow the process put in place.
Customers receive accurate information and experience a high level of service.	<ul style="list-style-type: none"> Provide a high level of customer service. Ensure Pound is always presented in a clean and professional manner. Provide accurate information & education to customers.
Undertakes Pound Management successfully.	<ul style="list-style-type: none"> Pound buildings and amenities are maintained and in safe, acceptable & manageable standard. Ensure all impounds of any animals are recorded accurately and updated. Manage, limit, and isolate any disease risks. Provide accurate and up to date information regarding impounds, including management of impound payments. Administer training for new external agency staff (after hours contractor). Advise visiting staff and contractors of health & safety procedures and complete inductions.
Manage key partnerships	<ul style="list-style-type: none"> Manage ongoing relationships with key partners including rehoming organisations and veterinary services.

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

Essential
<ul style="list-style-type: none"> Previous experience within animal shelter/pound or associated animal industries. Experience or qualifications relating to animal first aid or as veterinary nurse. Display effective time management and accurate record keeping skills.

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