



TaurangaCity

Job description

Title	Team Leader: Animal Services
Number	2AS200
Group	Regulatory and Compliance
Division	Environmental Regulation
Reports to	Manager: Environmental Regulation
Direct reports	Pound Management Officer, Animal Services Technician, Animal Services Officer, Animal Services Education Officer
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, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to ensure the efficient and effective delivery of the Animal Service Team, in accordance with the respective statutory provisions, Activity Plan, Council policies and direction.

Key outcomes

Professional relationships are developed, maintained, and leveraged to achieve business goals.	<ul style="list-style-type: none">• Meaningful working relationships are established with customers and ensure that relevant and accurate information is publicly available about the Animal Services teams' function and compliance.• External specialists are engaged and provided with clear instruction to ensure required works are completed within budget and on time.• Accurate and timely technical monitoring and enforcement advice is provided on animal related matters.
---	---

Here to make Tauranga better

WHANAKE TE TAI

<p>The Animal Services Team is held accountable for delivering outcomes that better the community.</p>	<ul style="list-style-type: none"> • Ensure monitoring and compliance programmes and processes are established and maintained. • Ensure all administrative tasks, including the annual dog registration regime, are performed accurately and in a timely manner • Provide guidelines and procedures for consistent and accurate work delivery. • Provide support and training to staff to ensure all compliance actions are completed to the required standard.
<p>The Animal Services Team has strong and effective leadership.</p>	<ul style="list-style-type: none"> • Demonstrate a strong customer service ethic and set clear expectations for your team to deliver outstanding customer service. • Lead the Animal Services team in the delivery of specialist technical support, services, and advice to all customers. • Set and monitor performance against a clear strategic vision, meaningful objectives, and appropriate performance standards. • Provide leadership, support, and development opportunities for the team. • Recognise and celebrate team and individual success and high performance, and actively address people related issues. • Contribute to the development of new processes to support the strategic direction of the wider Environmental Regulation division. • Changes in legislation are understood, trends and national standards identified and implemented where appropriate. • Ensure Council is properly represented in legal and/or court proceedings. • Track, interpret and identify trends and issues in animal services and ensure processes are in place to manage change.

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">• Qualifications relevant to the activity (eg: National Certificate in Compliance & Regulatory Control (Animal Services) Level 4 or equivalent level of learning through experience.• Proven experience in the regulatory and compliance environment.• Proven negotiation and problem resolution 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