

Position Description

POSITION	Animal Enforcement Officer	
REPORTS TO	Community Enforcement Coordinator	
DIRECTORATE	Sustainable Environment and Economy	
BRANCH	Enforcement	
CLASSIFICATION	Grade 4/6	
STAFF	Nil	
CONTACTS	Internal General Management and staff at all levels	External Customers Consultants Contractors Government Departments Community Organisations Courts

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

Position Objective

To provide a regulatory and education service to the community to ensure a harmonious relationship between domestic animals and livestock, humans and the environment consistent with relevant legislation, Council policies and standard operating procedures.

To provide support in community enforcement activities.

Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



Key Responsibilities

Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

Operations Management

Ensure all duties and responsibilities are carried out in accordance with Companion Animals Act, associated legislation, relevant Council Policies and Standard Operating Procedures.

These duties will include:

- Inspections
 - Undertake routine and random patrols in all areas of Byron Shire Council's area for straying or nuisance animals.
 - Conduct inspection programs for registration and compliance with conditions for the keeping of dogs and cats.
- Investigations
 - Resolve customer requests and complaints relating to animal management matters by gathering, recording, interpreting, storing and presenting evidence where required in line with Council's policies and procedures.
 - Prioritise investigations in line with Council's Compliance Priorities including the immediate response to complaints of dog attacks.
 - Issue regulatory notices in accordance with legislation.
 - Prepare legal documentation for court hearings and represent Council in Court proceedings as required.
- Education
 - Deliver education, awareness and information sessions/events to the community to:
 - i. Encourage responsible pet ownership;
 - ii. Provide information on Council's programs;
 - iii. Increase the profile of Animal Management's principles and practices

- Other Duties
 - Promote and enforce registration of companion animals in line with legislation.
 - Effective restraint of nuisance animals
 - Carry out animal care and control, including the capture and impoundment of domestic pets and stock, in accordance with the Companion Animals Act and the Impounding Act.
 - Ensure impounded animals are treated humanely, in accordance with relevant legislation, guidelines, policies and procedures.
 - Work with the Companion Animals Welfare Incorporated (CAWI) or other animal welfare groups to rehouse abandoned companion animals.
- Be available to work rotating shifts over a 24 hour period and over 7 days of the week, if rostered. Participate in the on-call roster as required.
- Provide accurate, timely and professional service/advice, both written and verbal to Council officers and Council customers in accordance with legislative requirements.
- Uphold the public image of the Council; maintain satisfactory relations and goodwill with the public and high level of Customer service.
- Actively contribute to the team and promote best practice and explore opportunities for innovation.
- Administer legislation relevant to planning, the environment, public order and safety.
- Provide support to Community Enforcement Officers and Parking Enforcement Officers in the form of advice, provision of back up response, or by participating in incident investigation, under guidance.
- Establish and maintain good rapport and working relationships with internal services, other Councils, government agencies, community groups and animal welfare organisations.
- Remain abreast of and adapt to legislative changes, undertaking training and continuous improvement as offered by Council or required to ensure current knowledge is maintained.
- Maintain and provide detailed accurate records and activity reports as well as written reports as required by the Team Leader.

Financial Management

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

Qualifications in an animal care discipline or equivalent, or demonstrated relevant experience. Certificate IV Regulatory Services, Investigative Techniques or equivalent is highly desirable. SEINS (Self Enforcing Infringement Notices System) or the ability to rapidly acquire this, or equivalent demonstrated experience.

Experience

- Previous experience and skills in animal management and handling.
- Previous experience carrying out enforcement functions and applying investigative skills.
- Ability to interpret and enforce legislation according to Council's policies and Standard Operating Procedures (SOP), as required.

Knowledge

- Detailed knowledge of Companion Animals Act and its application to animal behaviour and handling.
- Ability to interpret and implement relevant legislation and policies applicable to animal management.

Competencies

Demonstrated ability to:

- Safely capture, impound and care for animals according to Council's policies and procedures.
- Maintain accurate and up-to-date records and registers and prepare court material and general correspondence.
- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently, support team members and contribute positively to a team environment.

- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.

Selection Criteria

Essential Criteria

Grade 4

- SEINS (Self Enforcing Infringement Notices System) or the ability to rapidly acquire this, or equivalent demonstrated experience.
- Knowledge of Local Government Act and associated Regulations, the Companion Animals Act and/or demonstrated ability to acquire such knowledge.
- Experience in handling domestic animals and/or livestock.
- Proven ability to deal with conflict in an effective manner to ensure good public relations.
- Demonstrated well-developed organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes including the ability to work unsupervised.
- Demonstrated well-developed interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint)
- Current Drivers Licence

Grade 6 – all of the above and:

- Certificate IV Regulatory Services, Investigative Techniques or equivalent.
- Relevant qualifications in an animal care discipline or demonstrated relevant experience.
- Significant experience carrying out enforcement functions and applying investigative skills.
- Good working knowledge of all legislation relevant to the position.

- Demonstrated ability to handle, care for, seize and impound companion animals and stock.

Preferred Criteria

- Commitment to and understanding of process improvement and sustainability principles.
- Demonstrated ability to prepare briefs of evidence.

PRESENT OCCUPANT:

SIGNATURE:

SUPERVISOR:

Community Enforcement Coordinator

SIGNATURE:

People and Culture use:

National Criminal History Check ☐

Working with Children Clearance ☐

Functional Health Assessment ☐

Immunisations ☐