

Position Description

Animal Management Officer

Position Title:	Animal Management Officer	Directorate:	Environmental Services
Position Number:	100256	Department:	City Compliance
Employment Status:	Full-Time	Position Type:	Indoor Employee
Employment Type:	Permanent	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 2		
Reports to:	Senior Animal Management Officer		

PRIMARY PURPOSE:

The Animal Management Officer serves as a frontline representative of Council, responsible for delivering effective customer and animal management services that protect public safety, promote responsible animal ownership, and support animal welfare. Through education, investigation, and regulatory compliance, the role works collaboratively with the community to resolve animal-related issues, minimise risks to people and animals, and contribute to a safe, responsible, and well-managed municipality.

The role achieves this by:

- Delivering professional and responsive animal management services to the community
- Investigating and resolving animal-related complaints, incidents, and compliance matters
- Administering and enforcing relevant legislation and council policies relating to animal management
- Educating the community to encourage responsible animal ownership and voluntary compliance
- Protecting public safety and reducing risks and nuisances associated with animals
- Building positive relationships with the community, partner agencies, and stakeholders to achieve effective regulatory outcomes.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The Animal Management Officer reports to the Senior Animal Management Officer for all operational and management matters.
- The role is a key contributor to the Public Compliance Unit and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

Accountabilities And Responsibilities

Operational / job specific	▪ Conduct investigations of customer requests and alleged breaches relating to Animal Management, including interviewing complainants, animal owners, and witnesses as needed. Report findings, evidence, and recommendations to the Senior Animal Management Officer to support lawful enforcement. ▪ Provide education, recommendations, and other advice to members of the public on matters relating to Animal Management. ▪ Patrol the municipality and impound straying animals. ▪ Issue written correspondence and infringement notices. ▪ Administer, implement, and ensure compliance with the Dog Control Act 2000, Local Government Act 1993, Council's Animal Management By-law, Cat Management Act 2009, Dog Management Policy, Council policies, and other relevant legislation. ▪ Assist the Senior Animal Management Officer in analysing, identifying, and controlling risks associated with the outcomes of Animal Management operations, and within the Public Compliance Unit generally. ▪ Substantiate the onus of responsibility, apply procedural fairness, determine investigation outcomes, and make recommendations to the Senior Animal Management Officer. ▪ Participate in a rostered after-hours animal management emergency service, including the need to perform after-hours activities and overtime when required. ▪ Participate in reviewing policies and standard operating procedures relating to Council. ▪ Work efficiently and autonomously whilst embracing teamwork. ▪ Issue written correspondence, infringement notices, and utilise council's digital systems to accurately document investigations, manage evidence, prepare statutory correspondence and infringement notices, and maintain records that support regulatory and legal outcomes. ▪ Assist Council in the investigation of Fire Risks on privately owned land, as required.
Teamwork and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.

Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.

Key Selection Criteria

Essential Qualifications	▪ Certificate IV in a relevant field, or willingness to obtain.
Licences	▪ A current Class A Driver's Licence
Skills and Experience	▪ Excellent communication and interpersonal skills, with the ability to build positive relationships and manage conflict effectively. ▪ Demonstrated initiative, resilience and a strong work ethic, with the ability to work independently and take ownership of responsibilities. ▪ Knowledge of animal management practices, including animal behaviour and handling techniques. ▪ Strong organisational and time management skills, with the ability to manage competing priorities and deliver quality customer service. ▪ Ability to interpret and enforce legislation, policies and procedures, and make sound regulatory decisions. ▪ High-level digital literacy and attention to detail, with experience in record management, evidence handling and regulatory documentation.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge



WE DELIVER

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own
We trust and are **TRUSTED** by each other
We know that by working **TOGETHER** we achieve better outcomes
We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	