

Position Description



Animal Management Officer

Position Title:	Animal Management Officer
Classification:	Band 5
Directorate:	Corporate Services
Department:	Community Safety and Compliance
Approved by:	Senior People Experience Business Partner
Date approved:	

1. Position Overview

The Animal Management Officer is responsible for undertaking patrols, inspections, investigations and enforcement activities to ensure compliance with animal management legislation and related Council requirements.

The role contributes to community safety, animal welfare and responsible pet ownership through education, enforcement, customer service and proactive compliance activities.

The position operates primarily in a field-based environment and is responsible for administering and enforcing relevant animal management legislation, responding to animal-related enquiries and complaints, and supporting positive community outcomes through lawful and professional regulatory services.

2. Position Objectives

- Deliver animal management services in accordance with relevant legislation.
- Undertake patrols, inspections, investigations and compliance activities relating to domestic animals and responsible pet ownership.
- Respond to animal-related customer requests, complaints and service enquiries in a professional and timely manner.
- Promote animal welfare and responsible pet ownership through education, advice and community engagement activities.
- Conduct investigations and enforcement activities, including the preparation of evidence, reports, infringement notices and prosecution documentation where required.
- Monitor and manage matters involving dangerous, menacing and restricted breed dogs in accordance with legislative requirements.

- Assist with animal registration, permit compliance and associated administrative processes.
- Maintain accurate records of investigations, enforcement activities and compliance outcomes.
- Provide limited support to Local Laws and parking enforcement activities where operationally required and within the skills, training and authorisations of the position.
- Participate in after-hours, emergency response and rostered operational arrangements as required.

3. Organisational relationships

Internal	External
• Customer Services • Governance and Legal Services • City Operations • City Services • Relevant Council departments	• Members of the public • Animal owners • Veterinarians • Animal welfare organisations • Animal shelters and pound providers • Victoria Police • Emergency Services • State Government agencies • Other Councils • Contractors and service providers
Reports to:	
• Team Leader Animal Management	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

All Other Employees

May supervise resources, other employees or groups of employees and/or provide advice to or regulate customers and/or give support to more senior employees.

Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and regular reporting mechanisms to ensure adherence to plans.

Where prime responsibility is to provide specialist advice to customers, or to regulate customers, freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual customers may be significant, but decisions and actions are always subject to appeal or review by more senior Employees.

Where prime responsibility is to provide direct support and assistance to more senior employees, freedom to act is not limited by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of employees being supported.

Judgement and Decision Making

All Other Employees

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives. Work may involve solving

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problems, using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally complex or technical with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice.

Specialist Skills and Knowledge

All Other Employees

Supervisors require understanding of relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees require understanding of role and function of senior employees to whom they provide support, understanding of long-term unit's goals, and an appreciation of wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Management Skills

All Other Employees

Managing time, setting priorities and planning and organising own work and that of other employees to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable.

Where supervision is part of the job, an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

All Other Employees

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees will be expected to write reports in their field of expertise and/or to prepare external correspondence.

Qualifications and Experience

All Other Employees

Skills and knowledge needed for entry to this Band are beyond those normally acquired through completion of secondary education alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this Band.

5. Key Selection Criteria

- Certificate IV in Animal Control and Regulation (or equivalent), or willingness to obtain.

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- Demonstrated experience in animal management, compliance, enforcement, animal welfare or a related regulatory environment.
- Demonstrated ability to interpret and apply legislation, regulations, policies and procedures relevant to animal management, local laws and regulatory compliance.
- Experience undertaking inspections, investigations, evidence gathering and preparing reports, statements and enforcement documentation.
- Demonstrated ability to safely and humanely handle, restrain and manage animals, including aggressive or distressed animals.
- Well-developed communication and interpersonal skills, including the ability to manage conflict, educate customers and build positive community relationships.
- Ability to work independently, manage competing priorities and exercise sound judgement within delegated authority.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia.
- Satisfactorily pass a National Police Check (and international check where required).
- Current Working with Children Check.
- Current Victorian Driver Licence.

Physical

Daily work will be performed in a combination of office and outdoor environments, as such:

- Physical demands are a mix of sedentary to moderate activity that will require the ability to sit, stand, reach, bend, climb, lift and pull using safe manual handling practices.
- You may be exposed to conditions normally encountered in an office environment and to conditions normally encountered in outdoor environments.
- You will be required to satisfactorily complete a physical assessment against the inherent physical requirements of the role.

Psycho-social

- Resilience and adaptability.
- Ability to manage emotionally challenging, sensitive or distressing situations involving animals and members of the public.
- Ability to manage conflict, complaints and stressful situations professionally and respectfully.
- Strong self-motivation, professionalism and commitment to animal welfare, ethical behaviour and Council values.
- Ability to maintain sound judgement and decision-making in dynamic operational environments.

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