



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Animal Management Specialist	<b>Level</b>	7
<b>Business Unit</b>	Community Safety	<b>Position Number</b>	01658
<b>Directorate</b>	Planning and Community Development	<b>Date Established</b>	October 2022
<b>Reporting to</b>	Coordinator Community Safety Systems and Compliance	<b>Date Updated</b>	March 2025

### 2. KEY OBJECTIVES

- Coordinate the delivery of animal management services that align with the City's statutory responsibilities.
- Coordinate the daily provision of animal management services to the community.
- Provide high level guidance to the City in all matters relating to statutory animal management issues.

### 3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the Business Unit Plan, Corporate Business Plan, Strategic Community Plan and other relevant plans as directed.
- Ensure project work is undertaken in accordance with the requirements of the City's Project Management Framework.
- Community consultation is compliant with the City's Community Consultation and Engagement policy, procedures and timeframes.
- Ensure all work is contracted in accordance with the City's purchasing protocols.
- Ensure financial management activities are undertaken in accordance with City procedures and processes.
- Ensure customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure information is handled in a professional, discreet and confidential manner where required.
- Ensure the City's recordkeeping responsibilities are met in accordance with the City's record keeping policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Projects and Programs**

- Develop and implement plans to deliver contemporary animal management strategies, programs and services.
- Develop, implement and maintain effective animal management policies and procedures.
- Develop project plans for each project including scoping, establishment of deliverables and objectives, budget, project schedule, communication plan and risk management.
- Keep informed of contemporary issues and industry trends influencing the animal management industry, in order to share knowledge with management and colleagues.
- Assist the City's Emergency Management Officer to deliver the City's Animal Welfare in Emergencies plan.
- Contribute to the development and implementation of the Business Unit and Directorate plans.

###### **Outcome: Stakeholder Management**

- Represent the City on external local and regional committees/groups where relevant.
- Represent the City with stakeholders on specific working groups relating to legislative changes.
- Develop and maintain positive relationships with other local governments and the animal handling industry to ensure the City is seen as a leader in animal management.
- Establish collaborative partnerships and mutually beneficial relationships with multiple external stakeholders to achieve shared goals, such as breeders, vets and other animal service industry providers.

###### **Outcome: Training and Education**

- Provide training to relevant City employees on behaviour and management techniques for a range of animal handling scenarios.
- Work with the community on responsible animal ownership.
- Assist City employees to handle potentially dangerous animals to ensure the safety of staff, community members and animals.
- Assist animal owners to provide animal behavioral solutions to problems where required.
- Provide specialist animal management information and advice to residents, community groups, government authorities and City employees on relevant animal handling and management matters.
- Develop and deliver educational programs to the community.

###### **Outcome: Service Delivery**

- Respond to customer queries, issues and complaints verbally and in writing regarding animal management issues.
- Undertake and manage legislative animal related programs including but not limited to pet shop applications, breeding applications and cat control.
- Provide proactive targeted patrols to oversee the City's provision and usage of animal exercise areas.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

## **5. WORK RELATED REQUIREMENTS**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Highly Developed Skills:**

- Assessment and management of animal behavioural issues.
- Interpersonal, influencing, conflict resolution and negotiation skills to positively engage and manage stakeholder relationships.
- Written communication skills, including the ability to prepare high level reports regarding animal management and related issues.
- Public speaking skills to provide education, training, coaching and mentoring in matters relating to animal handling and behaviour.
- Decision-making and problem-solving skills.
- Time management skills.
- Research and analytical skills to design innovative animal management services.
- Leadership, coaching and providing feedback.
- Customer service-skills in a community engagement environment.

#### **Knowledge:**

- Comprehensive knowledge of contemporary and innovative animal management trends, issues and practices.
- Comprehensive knowledge of animal behaviour issues that may affect the community.
- Sound knowledge of animal behaviour control, identification and management within a local government.
- Sound knowledge of project management principles and practices.
- Contemporary Work, Health and Safety principles and practices.

#### **Experience:**

- Substantial experience in the successful development and implementation of animal services to the community.
- Substantial experience in the provision of animal training programs to individuals or groups.
- Substantial experience in assessing and managing behaviour in animals.
- Substantial experience in contemporary behaviour modification techniques.
- Demonstrated experience in leading a team to achieve strategic animal management outcomes.
- Demonstrated experience managing multiple projects and programs.

#### **Qualifications/Clearances:**

- Completion of Certificate IV in Animal Behaviour and Training, Animal Regulation and Management or equivalent, or progression towards and /or equivalent substantial relevant experience.
- Current First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment to position.
- Current WA 'C' Class Driver's License.
- Current National Police Certificate

## 6. **EXTENT OF AUTHORITY**

- Exercises a degree of autonomy but advice is available on complex or unusual matters.
- Responsible for the control and coordination of a work area including quality, cost effectiveness, cost and timeliness of the programs/projects under their control.
- This position will exert influence in the operations and procedures within the organisation relevant to animal management.
- Solutions to problems require analytical approach and elements of development and creativity within the scope of corporate protocols.
- Complex decision making, requiring significant use of initiative and judgment.

## 7. **WORKING RELATIONSHIPS**

### **Level of Supervision:**

- Works under limited direction.

### **Internal:**

- Community Safety
- Communication and Stakeholder Relations
- All other business units and employees

### **External:**

- Other local, state and federal Government authorities
- Non-government and grant funding agencies
- Western Australian Local Government Association
- Contractors or consultants where relevant
- Residents and ratepayers
- Community Groups/Associations

## 8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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