

Position Description

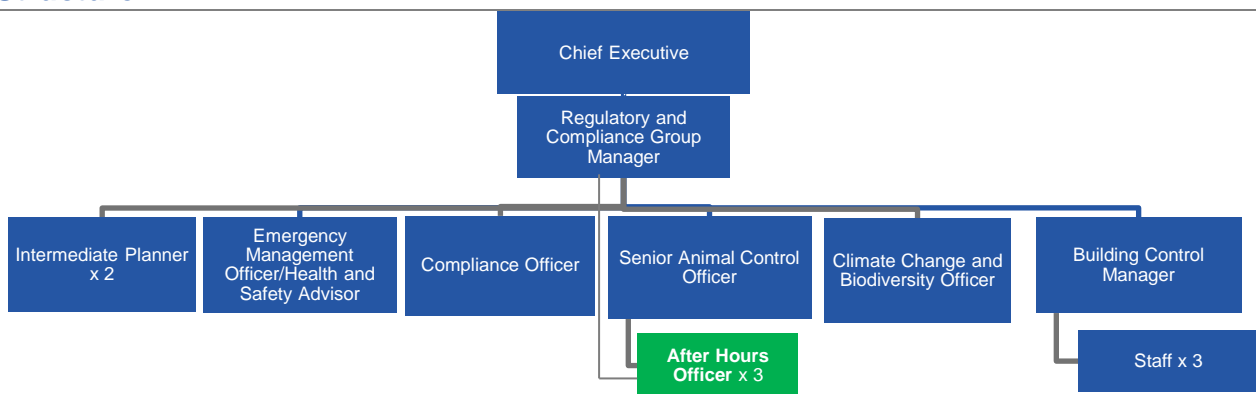
Position Details

Position title	After Hours Officer
Position category	After Hours Officer Level 1
Group	Regulatory and Compliance Group
Date Reviewed	14 February 2024

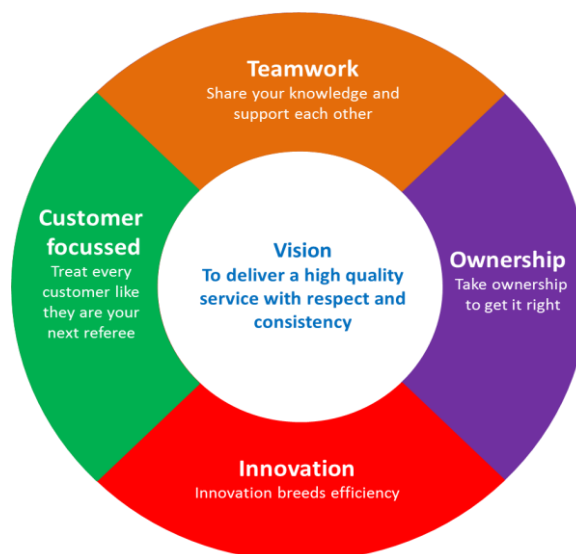
Purpose

The After Hours Officer is responsible for undertaking Animal Control and Noise Control enforcement that seeks to minimise risk to the public and promote public safety under relevant legislation and bylaws; and assisting Council with the security of its assets.

Structure



Staff Vision and Values



Key Internal and External Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none">• Regulatory and Compliance Group Manager (for Security and Noise Control matters)• Senior Animal Control Officer (for Animal Control matters)• Compliance Officer• Waimate District Council staff	<ul style="list-style-type: none">• Members of the Public• Police• Waka Kotahi• Roding Contractors• Local Veterinarians• SPCA

Key Responsibilities

Animal Control

- Undertake the functions and responsibilities of a Dog Control Officer under the Dog Control Act 1996 and an authorised Officer under the Impounding Act 1955 and all relevant Council Bylaws and Policies.
- Investigate and respond to all complaints of wandering dogs and stock, impound as necessary, notifying the owners and releasing the animal when fees are paid.
- Ensure that animals in the pound are well cared for, and that the pound is kept in a clean and hygienic condition.
- Promote responsible dog ownership and the welfare of dogs.
- Investigate all reported incidents, complete all administrative documentation accurately, in a timely manner and in accordance with the Animal Management Guide, and provide to the Senior Animal Control Officer.
- Seek assistance of the Police where necessary.
- Undertake the service of summaries in accordance with court procedures and contribute to the collation of case files for court action, presenting evidence in court where required.

Noise Control

- Undertake the functions and responsibilities of a Noise Control Officer under the Resource Management Act 1991.
- Attend Noise Control call-outs as requested and make an assessment as to whether the noise is acceptable or excessive; when a complaint is substantiated, follow the procedure as outlined in the guide and in compliance with the Resource Management Act.
- Issue excessive noise directions and seize equipment when required.
- Seek assistance of the Police where necessary.
- Complete all administrative documentation accurately and in a timely manner and provide to the Regulatory and Compliance Group Manager.

Security

- Patrol the outside of each Council facility/area, checking to ensure they are secure (including Council vehicles, and staff vehicles within gated areas); if they are not, secure where possible or escalate to the relevant staff member.
- Attend to alarm call-outs in a timely manner; if there is no evidence of a crime and considered safe to do so, re-set alarms and secure the building.
- Whether during patrols or alarm call-outs, if there is evidence of a crime, contact the Police, controlling and preserving the scene until their arrival, and report to the Regulatory and Compliance Group Manager.

Health and Safety

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents, and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property, and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.
- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation, or event.

Civil Defence/Emergency Response Duties

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

Expected Behaviours

Core Behaviours	
Adaptability	<ul style="list-style-type: none">• Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements
Communication	<ul style="list-style-type: none">• Communicates messages in a clear, concise, and consistent manner• Ability to communicate effectively with a wide variety of people• Uses the most effective method and style of communication for the audience• Utilises effective listening skills and questioning techniques to gain the best results in terms of engagement and desired outcomes
Customer service	<ul style="list-style-type: none">• Recognises the diversity of customers, and adapts approach and style to meet their needs• Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers• Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required

Core Behaviours	
	<ul style="list-style-type: none"> • Always complies with Council’s confidentiality policy when dealing with customer information
Self-management	<ul style="list-style-type: none"> • Proactively plans work and manages competing priorities to ensure deadlines are met • Proactive self-starter • Plans and utilises resources in the most effective way • Makes appropriate decisions, taking into consideration impacts and risks • Listens to considers different viewpoints, remaining “calm under fire” or when challenged • Alters manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility • Continually looks for opportunities to gain new knowledge and skills
Teamwork	<ul style="list-style-type: none"> • Is an active and contributing team player • Values diversity and supports different ways of working • Proactively shares information, ideas and experiences • Empowers others to succeed and to seek excellence • Credits others for their contributions and accomplishments

Role Specific Skills	
Decision making	<ul style="list-style-type: none"> • Identifies and uses various sources of information to make an informed decision • Considers risk factors in decision making • Uses own judgement and experience to solve problems • Makes decision on a timely basis • Is solutions oriented • Empowers staff to make own decisions
Relationship building	<ul style="list-style-type: none"> • Builds and maintains professional and productive relationships • Understands stakeholders’ views and why they are held • Demonstrates sensitivity to other groups and values diversity
Results focus	<ul style="list-style-type: none"> • Consults with and engages with relevant parties to identify solutions • Recognises when others need support to resolve a situation

Knowledge, Qualifications and Experience

Essential

- Extensive experience and confidence handling animals
- Excellent customer service skills
- Full, clean driver’s licence (which must be maintained during employment)

- Excellent time management, communication, administration and organisation skills
- Great attention to detail and ability to follow instructions
- Physically capable of undertaking the full range of duties
- Must have the ability to understand, explain and carry out duties in a procedure and under legislation

Desirable

- Previously held an Animal Control, Noise Control, or Security role

Approval

**After Hours
Officer**

Name

Signature

Date

**Regulatory and
Compliance
Group Manager**

Name

Signature

Date