

# Palmerston North City Council Job Profile



<b>Position Title</b>	Kennel Manager
<b>Reporting to</b>	Head of Environmental Protection Services
<b>Unit</b>	Customer
<b>Date last updated</b>	January 2019

## Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation from the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

## Context

The Customer Unit is responsible for a wide range of Customer and Regulatory Services. These services include the Call Centre, Front of House, and Regulatory services such as Animal Control, Parking, Building, Planning, Environmental Health, Bylaws, and Liquor Licensing.

## Main Purpose

The purpose of this position is to provide excellent customer service to dog owners and ensure a high standard of care and welfare of animals at the Council Pound and to ensure the requirements of the Code of Welfare: Temporary Housing of Companion Animals are met.

The position holder will be responsible for maintaining the Pound in a clean and healthy state, undertake initial and daily health assessments of animals, admit and release animals and feed and exercise animals in the Pound.

The position will also have responsibility for the development and delivery of responsible animal ownership and dog safety education to the community and schools.

## Key Areas of Responsibility

- Cleaning and maintaining the Pound in accordance with Standard Operating Procedures and the Kennel Management Plan.
- Assess animals on admittance and twice daily for health and behavioural problems.
- Feed and exercise animals to maintain their health and wellbeing.
- impound and release animals in accordance with Standard Operating Procedures and legislative requirements.
- Microchip dogs requiring microchipping.
- Actively promoting and facilitating rehoming and adoption of animals in accordance with standard operating procedure.

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- Assisting with the development and implementation of a strategic education plan for public education in the city involving public and relevant organisations on the services available to them as Palmerston North residents about Animal Education and Control.
- Investigate alternate funding streams for Educational programmes and marketing and
- Organising and undertaking educational visits to schools and other organisations to promote responsible animal ownership and safety around dogs within the city.
- Undertaking required administrative tasks to required standard.
- Regularly checking supply levels of animal food, chemicals, micro-chips and general kennel equipment and taking necessary action to ensure stocks of essential supplies are maintained.
- Prepare and assist with the euthanasia of dogs in accordance with Standard Operating Procedures.

***Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

## Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

## Key Relationships

### Internal:

- PNCC Internal Divisions and Units
- PNCC Contractors and CCOs

### External:

- Massey University Veterinary Teaching Hospital
- SPCA
- Neighbouring TA's
- Veterinarians
- Police

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- Dog Obedience Clubs
- Palmerston North Education Sector
- Public and Private Schools
- Animal welfare groups and Emergency Services.

## Typical knowledge, skills, and attributes:

### Knowledge (*qualifications and experience*)

- Competency in animal care demonstrated through practical experience or an appropriate certificate from an independent and formally recognised training body.
- At least two years' experience in the dog care or animal management is essential.
- A Vet Nurse certificate is desirable.
- Knowledge of relevant legislation and its requirements affecting individual key tasks.

### Skills and Attributes

- Experience in handling dogs is essential.
- Demonstrated ability to respond to customers with an empathetic approach and provide service with confidence and integrity
- Ability to input data into a computer system efficiently, and retrieve information from the system when required.
- Sound ability to develop and foster co-operation and working relationship to enable satisfactory completion of key tasks.
- Strong listening and communication skills, with the ability to stay calm and resolve disputes between parties.
- Ability to work with others in a team and assist and encourage others to achieve desired goals.

The successful applicant will be expected to undertake on-going professional training in order to maintain a high degree of expertise in animal care and welfare.

## Remuneration

- This role is graded at **GP4** on the Council's remuneration system, i.e. between **\$44,596** (85%) and **\$52,466** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of 2.5% of base salary is available.

## Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

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## Competencies

Core	
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Recognises the diversity of customers, and adapts approach and style to meet their needs.</li> <li>▪ Focuses on the customer and their needs.</li> <li>▪ Can identify and understand customer needs.</li> <li>▪ Offers customers a range of solutions to problems.</li> <li>▪ Demonstrates commitment to delivery of agreed solutions.</li> <li>▪ Delivers and follows up on solutions.</li> <li>▪ Seeks and gives feedback from customers.</li> <li>▪ Looks for where improvements can be made to systems and processes.</li> <li>▪ Adheres to organisational standards of customer service.</li> <li>▪ Takes personal responsibility for the service they are delivering.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Proactively seeks and provides input into health and safety improvements in their work environment.</li> <li>• Promotes and participates in a healthy and safe work culture.</li> <li>• Keeps up to date with health and safety legislation and regulations relevant to the work they carry out.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Clearly communicates messages in a clear and concise manner.</li> <li>• Uses the most effective method and style of communication for the target group and the situation.</li> <li>• Uses active listening techniques including reflection and paraphrasing.</li> <li>• Utilises effective questioning techniques including the use of open, closed, and probing questions.</li> <li>• Seeks clarification in a straightforward and prompt manner</li> <li>• Shares ideas appropriately.</li> <li>• Able to communicate effectively with a wide variety of people</li> <li>• Recognises and minimises barriers to communication.</li> </ul>
<b>Business ethics</b>	<ul style="list-style-type: none"> <li>• Demonstrates integrity, honesty, and commitment.</li> <li>• Acts ethically in all dealings.</li> <li>• Models a high level of professionalism.</li> <li>• Keeps private and public interests separate.</li> <li>• Is equitable and ethical in the treatment of others.</li> <li>• Offers impartial professional advice.</li> <li>• Is prudent in financial dealings</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software</li> <li>• Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals</li> </ul>
Role specific	
<b>Relationship building</b>	<ul style="list-style-type: none"> <li>• Develops and maintains networks of key stakeholders.</li> <li>• Understands stakeholders' views and why they are held.</li> <li>• Develops a network of industry / staff contacts to keep abreast of latest ideas and concepts.</li> <li>• Demonstrates sensitivity to other groups and values diversity.</li> <li>• Delivers on commitments.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Is an active and contributing team player.</li> <li>▪ Models the standards for teams and team work.</li> <li>• Understands team dynamics.</li> </ul>
<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Has developed a body of relevant and current professional knowledge reflected by an</li> </ul>

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	<p>appropriate qualification.</p> <ul style="list-style-type: none"> <li>• Knowledge of relevant legislation.</li> <li>• Demonstrates a commitment to regularly updating and extending knowledge base and relevant skills (takes opportunities for professional development).</li> <li>• Membership / be working towards membership of a professional body (if relevant).</li> <li>• Practical experience in the field over a number of years; familiar with all facets of the profession required by PNCC.</li> </ul>
<p><b>Organisation achievement</b></p>	<ul style="list-style-type: none"> <li>• Proactively plans work.</li> <li>• Plans and utilises resources in the most effective and efficient way.</li> <li>• Ensure action is aligned with the vision and direction of the organisation.</li> <li>• Makes appropriate decisions, taking into consideration impacts and risks.</li> <li>• Delivers on agreed goals.</li> <li>• Monitors and takes appropriate action to ensure goals and outputs are achieved.</li> <li>• Reports regularly on progress.</li> </ul>