

JOB DESCRIPTION
March 2026

Title & Reporting Relationships

Position Title: **Public Spaces and Animal Management Officer, Te Āpiha Whakahaere Wāhi Tuumatanui me te Kararehe Environmental Standards Team, Customer and Community Group**

Warranted role

Reports to: Team Leader Public Spaces and Animal Management

Direct Reports: Nil

Purpose of the Group and the Position: The Customer and Community Group plays a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.

Our 'why' is to protect and enhance all that Kāpiti has to offer, to ensure safe and healthy communities and thriving environments.

Within this Group the Public Spaces and Animal Management Officer is responsible for delivering a high quality effective and efficient service to safeguard the community and prevent nuisance relating to legislative requirement and provisions contained in local bylaws, policies, acts and regulations and includes:

- proactive prevention based patrolling and other relevant activities;
- education and consultation;
- robust investigations, reporting and administration processes;
- monitoring and compliance;
- enforcement.

The relevant legislation, roles and obligations are contained in, and not limited to: Dog Control Act 1996; Land Transport Act 1998; Land Transport (Offences and Penalties) Regulations 1999; Impounding Act 1955; Animal Welfare Act 1999; Local Government Act 2002. Freedom Camping

Act 2012; Beach Bylaw; Freedom Camping Policy; Dog Control Bylaw and Policy; Keeping of Animals, Bees & Poultry Bylaw; Traffic Bylaw; Public Places Bylaw and underlying Trading in Public Places Policy.

This team provides a service from 0700 to 1900 hours Monday to Friday and 0800 to 1700 hours on Saturday and Sunday with an on call service available for emergencies. The Council currently engages an external contractor for non-urgent after-hour service requests.

The service provided by the Public Spaces and Animal Management team includes: management of certain animals, predominantly managing the registration and control of dogs in the District; proactive monitoring and enforcement in relation to time restricted parking,, freedom camping, beach activities; and response to service requests related to those activities.

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

Internal Customers:

- Team Leader Public Spaces and Animal Management
- Environmental Standards Manager
- Group Manager Customer and Community
- Members of the Environmental Standards Team
- Members of the wider Customer and Community Group
- Legal Advisor
- Staff from across other Council teams

External Customers:

- Members of the community/customers
- External contractors
- Greater Wellington Regional Council
- Ministry for Primary Industries
- Department of Internal Affairs
- Police
- Business, Educational, Professional, Community and Environmental Groups
- Department of Conservation
- Schools
- Other Local Authorities and relevant Government Agencies

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

Work collaboratively with other members of the team to ensure the provision of a customer orientated Public Places and Animal Management Service. This will be achieved through:

- Ensuring legislative roles, statutory functions and obligations under relevant legislation, bylaws and policies are practically and consistently applied, managed and delivered.
- Carrying out the statutory functions of an Animal Management Officer under the relevant legislation and bylaws e.g. the Dog Control Act 1996 and regulations made pursuant to the Act; the Impounding Act 1955 and regulations made pursuant to the Act; the Kāpiti Coast Council Dog Control Bylaw and Policy.
- Monitoring time restricted parking within the Kāpiti Coast District, respond to, and investigate stationary vehicle complaints.
- Conducting proactive prevention based activities to support objectives of the Kāpiti Coast District Council Beach Bylaw, Traffic Bylaw, Freedom Camping Policy, Public Places Bylaw and Trading in Public Places Policy.
- Undertaking feeding and shelter cleaning duties on a regular basis.
- Assisting other Compliance Officers as required with any other compliance related task to ensure Council continues to meet its statutory obligations.
- Contributing to the on-going development and improvement of current quality assurance processes.
- Fulfilling the responsibility of a good employee by promoting a culture of working collaboratively across Council and with stakeholders to achieve results and look ahead to anticipate and embrace change to meet the needs of the community and organisation.
- Effectively and efficiently manage and prevent ongoing repetitive complaints by identifying issues early through analysis of business intelligence and through collaborative communication with Team Leader, Council groups, customers and external stakeholders.
- Investigating complaints in accordance with Council's complaint investigation procedures and Enforcement Policy.
- Ensuring the gathering and collection of evidence, interviewing, report writing and presentation of material is admissible and to the standard required for criminal and civil proceedings.
- Preparing reports, notes and other documentation as required, including documentation of complaints investigated.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.

- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Experience in a similar environment with an ability to safely and effectively manage conflict, use problem solving methodology and resolving where appropriate.
- Effective interpersonal skills with a demonstrated commitment to customer service and ability to work with a wide range of people within and outside the organization, including situations that may be stressful to them.
- Ability to demonstrate a customer-centric approach with the ability to deliver key messages in a consistent, accurate, non-threatening, easy to understand manner.
- Effective communication skills, both oral and written, with the ability to write concise, accurate reports, record notes and collate information in an accurate and timely manner.
- Demonstrated ability to interpret legislation and practically apply in a workplace context.
- Holder of a current and valid New Zealand Driver Licence.
- Ability to contribute to investigations.
- Demonstrated effective report writing and Microsoft office skills.
- Demonstrated effective time management skills, effective prioritising and ability to work effectively without supervision and collaboratively as an effective team member.
- Ability to work weekends and holidays and 'after-hours' to accommodate 'call-out' provisions as required.
- Demonstrated sound judgement, critical thinking and decision making skills.
- Knowledge, understanding and awareness of Māori issues and perspectives.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-lwi / lwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	• All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).
Project Management	• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders. • Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. • Ensure Council processes and procedures are complied with.
Customer Service	• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is

	accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values. • Always maintain confidentiality.
Teamwork	• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	• Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	• Build and maintain effective professional working relationship with all key stakeholders. • Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
Information Management	• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.