



Position Details

Position title:	Team Leader Animal Management
Award Classification:	Band 7
Department:	Safety and Amenity
Division:	City Development
Date Approved:	October 2026
Approved By:	Manager Safety and Amenity

Organisational Relationships:

Reports To:	Coordinator Local Laws & Animal Management
Supervises:	Animal Management Officers and Business Support Officer
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, contractors, businesses, emergency services agencies, and Council's pound services personnel.

Position Objectives

To lead and coordinate the operational delivery and continuous improvement of Council's Animal Management service, including implementation and review of the Domestic Animal Management Plan. To lead and coordinate the operational delivery and continuous improvement of Council's Animal Management service, including the implementation, monitoring and review of the Domestic Animal Management Plan.

To provide specialist advice on animal management legislation, regulatory compliance, enforcement and service delivery, and contribute to the development and review of related policies, procedures and service initiatives. To provide specialist advice on animal management legislation, regulatory compliance, enforcement and service delivery, and contribute to the review and continuous improvement of related policies, procedures and service initiatives.

Key Responsibilities and Duties

- Lead the operations of the Animal Management team to ensure that patrols, complaints, complex investigations and the registration of all domestic animals are carried out in an efficient and effective manner, in accordance with Council policies, procedures and relevant legislation.
- Coordinate the implementation, monitoring and review of the Domestic Animal Management Plan and associated documents, and contribute to their ongoing review and improvement, ensuring compliance with statutory requirements and delivery of identified actions and reporting obligations.
- Develop, implement, review and maintain operational procedures and processes to support the consistent, efficient and legally compliant management of investigations, complaints and enforcement activities, including infringement appeals and associated review processes, and contribute to continuous improvement of service delivery and operational practices.
- Manage prosecution activity related to enforcement of the Domestic Animals Act 1994, Council's Local Law No. 1 (Community Amenity) and other relevant legislation, providing guidance and oversight to staff undertaking complex investigations, and representing Council in court and other legal proceedings as required.
- Provide leadership, supervision, technical guidance, coaching and development to Animal Management and Business Support Officers, including allocation and monitoring of workloads, oversight of operational performance, recruitment and onboarding, identification of training and development needs, and management of individual performance through continual feedback and effective employee plan conversations.
- Keep the Coordinator Local Laws & Animal Management informed of significant, sensitive or emerging matters that have the potential to impact service levels, community safety, organisational risk or Council's reputation.
- Monitor and evaluate Animal Management service performance, trends and emerging issues, using data and operational insights to identify service improvements, manage risks and support service planning and operational decision-making.
- Provide specialist advice on complex and sensitive animal management matters to internal stakeholders, external agencies and the community, exercising judgement in the interpretation and application of relevant legislation, Council policies and procedures.
- Manage Council's Pound Services contract, including monitoring contractor performance, KPIs, compliance and service delivery, and ensuring contractual, procurement and occupational health and safety obligations are met. Perform duties outside of normal hours from time to time where operationally required.

Accountability and Extent of Authority

- Accountable for the management of the team's day-to-day operations and meeting deadlines, including ensuring statutory timelines and service requirements are met in relation to

compliance notices, infringements, infringement appeals, and dangerous and menacing dog declarations.

- Accountable for determining appropriate regulatory and enforcement responses to complex Animal Management matters, including high-risk or sensitive issues, in accordance with legislation, Council policy and delegated authority, where decisions may significantly affect service outcomes and public perception of Council.
- Assist the Coordinator Local Laws & Animal Management in achieving the vision, goals and targets of the unit and delivery of the unit's work plan within agreed timelines, and to be accountable for the delivery of Animal Management service objectives and outcomes in accordance with legislative, strategic and operational requirements.
- Accountable for the security and management of all information.
- Accountable for the supervision, performance and development of staff through e-Plans, training and on-the-job learning and the active development of staff capability. Accountable for ensuring compliance with requirements relating to declared dogs, including require inspections and appropriate action to address identified non-compliance.
- Accountable for conducting risk assessments and implementing appropriate controls to ensure staff safety, including identifying and managing operational, legislative and reputational risks associated with Animal Management activities.
- Responsible for the resolution of non-compliances with the Domestic Animals Act 1994 and Council's Local Law No. 1 (Community Amenity) and to ensure investigations are dealt with as per the unit's Service Plan.
- Responsible for providing advice to internal and external stakeholders on Animal Management related matters.
- Responsible for briefing and supporting Council's legal representatives in relation to enforcement cases.
- Exercise delegated authority in relation to regulatory, enforcement and compliance matters within relevant legislation and Council policy.
- Accountable for ensuring statutory requirements, service standards and legislative obligations are met within the Animal Management service.
- Accountable for ensuring Local Government Performance Reporting Framework (LGPRF) monthly reporting requirements are completed and submitted within required timeframes. Accountable for monitoring and reporting Animal Management service performance, including Local Government Performance Reporting Framework (LGPRF) requirements, to support service planning, compliance and continuous improvement initiatives.

Judgement and Decision Making

- Exercise initiative and independent judgement in interpreting legislation, resolving complex operational matters and making informed decisions where guidance may not be immediately available.
- Exercise a high degree of professional judgement when providing specialist advice, managing complex investigations and resolving sensitive community issues.

- Identify opportunities to improve operational systems and processes and contribute to the implementation of agreed improvements.

Specialist Skills and Knowledge

- Comprehensive knowledge of the Domestic Animals Act 1994, City of Port Phillip Community Amenity Local Law, Local Government Act and other relevant legislation, with the ability to interpret and apply legislative requirements in complex compliance and enforcement matters.
- Ability to provide technical guidance and support to Animal Management staff in relation to complex compliance and enforcement matters.
- Extensive experience in managing complex investigations and prosecutions, including assessing evidence, determining appropriate enforcement action and providing technical guidance to staff.
- Demonstrated experience in overseeing and undertaking evidence collection, ensuring evidentiary standards are met, and preparing and presenting matters in legal forums such as the Magistrates' Court.
- Well-developed interpersonal and communication skills, including conflict resolution and mediation skills, and the ability to exercise sound judgement in complex, sensitive and contentious matters.
- Advanced skills and knowledge of Microsoft Office suite applications, particularly Outlook, Excel, Word, OneNote and PowerPoint, and Technology One applications, with the ability to effectively utilize corporate systems and data to support service delivery, reporting and operational decision-making.
- Demonstrated analytical and investigative skills to identify emerging animal management issues, evaluate options and contribute to the review and improvement of policies, procedures and service delivery initiatives, with an understanding of Council objectives and the legal and regulatory environment in which local government operates.
- Knowledge of budget monitoring processes and the effective use of financial and operational resources to support service delivery objectives.

Management Skills

- Provide leadership, guidance, and advice to team members on technical, procedural and/or administrative matters, including coaching, development and training, and exercise professional judgement in resolving complex or escalated matters.
- Use a proactive approach to resolving customer issues through collaboration with relevant Council services, external agencies and stakeholders.
- Facilitate discussions between stakeholders to support the resolution of complex or contentious matters.
- Apply contemporary people management practices in the day-to-day leadership and supervision of staff, including performance management, coaching, development and provision of ongoing guidance and support.

- Utilise time management skills to plan and organise own work and that of direct reports to achieve objectives within specified timeframes despite conflicting pressures, including prioritising competing operational demands and reallocating resources where required.
- Influence others to uphold the organisation's values through leading by example and promoting a positive, accountable and high-performing team culture.
- Involve team members in goal setting and decision making through encouraging knowledge sharing and joint problem solving, while providing clear direction and accountability for outcomes.
- Communicate and measure team goals, monitor performance against agreed objectives, and delegate effectively.
- Plan service activities to meet organisational needs within financial and other resource constraints, and identify opportunities for service improvement and more effective use of resources.
- Contribute information to budget development, operate within approved budgets and identify potential budget issues or anomalies within the area of responsibility.
- Implement and monitor effective risk management strategies, including identifying emerging operational, regulatory and reputational risks and taking appropriate action
- Develop and monitor key performance indicators and service standards for the Animal Management service, analyse performance trends and implement improvements where required. Contribute to workforce planning and staff development initiatives, including identifying future capability requirements and supporting succession planning.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work.
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions.
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes.
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes.
- Maintain knowledge of OHS issues relevant to your work.

Interpersonal Skills

- Well-developed written and verbal communication skills, including the ability to communicate complex regulatory matters to a range of audiences.
- Well-developed conflict resolution skills, including the ability to gain cooperation and assistance from clients, members of the public and other employees in resolving complex or contentious matters.

- Well-developed conflict resolution skills, including the ability to gain cooperation and assistance from clients, members of the public and other employees in resolving complex or contentious matters.
- Ability to motivate and develop employees through effective communication, coaching, guidance and support to achieve team objectives.

Qualifications and Experience

- Degree, diploma or equivalent qualification in a relevant field together with several years' relevant experience; or lesser formal qualifications with extensive relevant experience.
- Certificate IV in Government (Statutory Compliance) PSP41412 and Certificate IV Animal Control and Regulation ACM40110, or the ability to obtain these qualifications within 12 months of appointment.
- Several years' relevant experience in statutory compliance and enforcement, preferably in a Local Government environment, including experience in the interpretation and application of the Domestic Animals Act 1994 and related legislation.

Mandatory Requirements

- Licences, nursing/teaching/engineering registrations, bus driver certification, etc (**not** academic qualifications)
- Victorian Driver Licence and VicRoads Licence verification (*only use when driving is an inherent part of the role*)

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Ability to lead, develop and motivate an operational team, including managing performance, priorities and service delivery outcomes.
- Degree, diploma or equivalent qualification in a relevant field together with several years' relevant experience, or lesser formal qualifications with extensive relevant experience, including experience in animal management legislation, regulatory investigations, enforcement and prosecution.
- Experience contributing to service planning, policy review and continuous improvement within a regulatory environment, including the use of data and performance measures to improve service outcomes.
- Experience managing service contracts, projects and operational risks within financial and operational requirements, including maintaining effective stakeholder relationships and addressing sensitive community issues.
- Well-developed communication and conflict resolution skills, including the ability to provide specialist advice to management, Councillors and key stakeholders on Animal Management matters.



Position Description

PD Team Leader Animal Management October 2026

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First