

Supervisor Animal Management POSITION DESCRIPTION



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| Position Number: | 3532 |
| Department: | Community Services |
| Section: | Planning and Regulatory Services |
| Unit: | Local Laws |
| Position Status: | Permanent Full Time |
| Classification: | Level 5 - Rockhampton Regional Council Certified Agreement 2022 – Internal Employees |
| Reports To: | Coordinator Local Laws |
| Revised: | March 2026 |

General Position Statement

This position supports Council's strategic direction by overseeing the day to day operations of the Animal Management Centre, ensuring animal management services are delivered efficiently, ethically and in line with Council's Animal Management Manual. The role ensures staffing, resources and operational decisions of the Animal Management Centre align with legislative obligations, Council policies and strategic priorities, while promoting high standards of animal care and husbandry, compliance and responsible animal ownership within the community.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Lead, supervise and coordinate the work of the Animal Management team to ensure effective, compliant and customer-focused service delivery.
- Develop, manage and monitor staff rosters, work allocation and leave arrangements to ensure operational coverage of the Animal Management Centre.
- Undertake performance planning, coaching, mentoring and performance reviews, addressing performance or conduct issues in accordance with Council policies.
- Provide professional leadership by exercising initiative, sound judgement, confidentiality and sensitivity in managing staff and operational matters.
- Identify training needs and support staff development to maintain competency in animal welfare, legislation, WHS and operational practices.
- Oversee and be accountable for and undertake day to day operations of the Animal Management Centre, ensuring effective, efficient and humane animal management practices.
- Ensure all animals are cared for and managed in accordance with the Animal Management Centre Manual, Relevant legislation and Codes of Practice and Council policies and procedures
- Ensure accurate identification, registration, record-keeping and data management for impounded animals.
- Manage relationships with animal rescue, rehoming organisations and veterinary service providers to support positive welfare outcomes.

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- Participate in and lead operational improvements and development initiatives relating to the Animal Management Centre.
- Exercise delegated legislative authority to make operational decisions relating to the intake, housing, release, transfer or euthanasia of animals.
- Provide advice and recommendations to the Coordinator Local Laws on complex or sensitive animal management matters, risks and compliance issues.
- Prepare operational briefings and reports relating to significant incidents, trends or enforcement matters.
- Provide evidence and appear in Court on behalf of Council where required.
- Monitor expenditure, approve purchases and ensure efficient and cost-effective use of resources.
- Coordinate procurement of goods and services necessary for centre operations, in line with Council procedures.
- Contribute to budget planning, forecasting and operational reporting as required.
- Ensure compliance with Work Health and Safety legislation, Council policies and safe operating procedures within the Animal Management Centre.
- Identify, assess and manage risks associated with animal handling, facilities, equipment and staff activities.
- Ensure incidents, hazards and near-misses are reported, investigated and addressed appropriately.
- Coordinate and oversee responses to operational animal management incidents, including complex or high-risk matters.
- Maintain effective communication with internal stakeholders and external agencies.
- Act as the primary operational point of contact for Animal Management Centre matters.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated knowledge and experience in animal management and animal welfare practices, including the ability to oversee the collection, impoundment, care and management of animals in accordance with legislative and organisational requirements.
- Demonstrated understanding of animal husbandry practices, including animal handling, feeding regimes and care requirements, with the capacity to supervise and ensure appropriate standards are maintained by staff.
- Demonstrated ability to oversee and ensure the safe and appropriate administration of medication to impounded animals, in accordance with veterinary advice, legislation and approved procedures.
- High level knowledge of procedures, policies and operational methods relevant to the work area.
- High level knowledge of statutory requirements and legislation relevant to the work area.
- Excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Demonstrated experience supervising staff, including rostering and performance management.
- Demonstrated ability to make complex operational and ethical decisions within a legislative framework.
- Strong leadership, conflict resolution and stakeholder management skills.

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- Experience managing resources and monitoring expenditure within delegated budgets and financial delegations
- Ability to effectively operate Council's computer systems including Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs

Qualifications

- Qualifications relevant to the position (e.g. Certificate IV in Animal Regulation and Management) and/or demonstrated experience in a similar Supervisory position.
- Certificate in Microchip Implantation of Cats and Dogs (or willingness to obtain).

Desirable Qualifications and Experience

- Relevant experience in companion animal services and/or animal husbandry.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Work Environment and Physical Demands

- This position is an outdoor role and will require the employee to carry out physical tasks which may include manual handling of up to 25kg, repetitive bending, kneeling, twisting and/or squatting.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to work on weekends.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.

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- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B, Tetanus and Qfever.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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| Authorised By: | Manager |
| Signature: | |
| Date: | |
| Employee Name: | |
| Employee Signature: | |
| Date: | |