

POSITION DESCRIPTION

SUPERVISOR ANIMAL MANAGEMENT

POSITION DETAILS

Date of Position Description	July 2026
Position Title	Supervisor Animal Management Services
Position Grade	12
Directorate Business Unit	City Planning & Design Regulatory Services
Reports to	Ranger & Parking Services Manager
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The position is responsible for providing leadership and guidance within a team of Animal Management Officers involved in Local Law Enforcement and Animal Management functions. The role also supervises Councils Biosecurity and Key Precinct Ranger functions. The role requires a strong and capable leader who can directly support the Service Manager, Ranger and Parking Services, in delivering a comprehensive and client focused enforcement program which supports Council's objectives and maintains a safe and healthy environment for our community.

KEY RESPONSIBILITIES

Role Specific

- Lead / manage staff and work constructively to develop and maintain a positive and proactive culture within the team.
- Provide a superior level of customer services including facilitating effective cooperation between Council Service units, elected officials, and the community.
- Plan and facilitate effective communications and regular team meetings to ensure effective delivery of services and engagement of staff.
- Confidentially investigate performance management issues and prepare detailed reports which provide sound and just recommendations to the Service Manager.
- Monitor, execute and report on electronic infringement software database, maintain and monitor lawfully cancelled penalty notice data and the daily download of detected offences to Revenue NSW.
- Ensure that all registers which are required under legislative provisions are maintained and updated in a correct and lawful manner.
- Implement programs that monitor and report on compliance with relevant legislation / regulations and safety issues particularly in relation to Dangerous/Restricted breed dogs.
- Directly liaise with the public, , Government Agencies (which include NSW Police, FACS, Fire and Rescue NSW, Worksafe NSW, RSPCA, Transport for NSW, EPA, Office of Local Government, Other NSW Councils, Sydney Trains and Buses) and other relevant stakeholders in regards to a vast range of issues pertaining to the business unit. This may include issues that are of highly sensitive, political, volatile or confidential in nature.

- Action all representations/requests from Revenue NSW or clients in relation to penalty notice representations inclusive of review documentation, penalty notice information, officer comment / statement, review panel advice/signature, written reply to Revenue NSW / Client of outcome and record maintenance.
- Manage / monitor the Council on-line system inclusive of creating / allocating Service Request work tasks refer tasks / complaints to other operational units within Council and the daily checking, updating and closing completed tasks.
- Support the preparation and implement daily rosters and shift allocation.
- Provide assistance / participate in recruitment and selection process for the Ranger and Parking Services Unit.
- Provide continuous and on-going education which is inclusive of relevant enforcement programs for the community regarding legislative and compliance issues.
- Commit to team and individual development and the use of skills through mentoring and training specific to each core/function/role within the unit.
- Ensure staff are proficient in use and application of handheld electronic infringement devices (PDA).
- Assist the Service Manager in assessing staff for competence in use of job specific skills / knowledge.
- Undertake rotation into the Supervisor Ranger and Parking roles as required to support operational needs.
- In addition to supervisory duties, the Supervisor Animal Management will also be required to execute the following duties:
 - Inspect premises for compliance with Companion Animals Act 1998 .
 - Assist staff with, and / or investigate breaches of the Companion Animals Act 1998, including the impounding of uncontrolled animals.
 - Assist staff with, and / or investigate complaints regarding domestic burning.
 - Present evidence to Court in any legal actions instigated by Council.
 - Review and approve briefs of evidence completed by staff for council prosecutions.
 - Assist the Service Manager with preparing responses to Councillor and Ministerial requests.
 - Provide response assessment for risk or service issues particularly out of business hours, for the purpose of referring to relevant personnel for appropriate action when required.
 - Provide and review Council's website content relevant to the unit to ensure information provided to the public is accurate and up to date.
 - Other duties within the scope of the role as requested by the Manager Regulatory Services or Service Manager Ranger and Parking Services Unit from time to time, including weekend and other rostered duties.
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- A working knowledge of the following areas is required when acting in the Supervisor Ranger and Parking Supervisor role:
 - Inspect premises for compliance with the Local Government Act 1993, The Environmental Planning and Assessment Act 1919, and the Protection of the Environment Operations Act 1997.
 - Regulate the placement of advertising, outdoor dining and the goods on footpaths, roads and malls throughout the LGA.
 - Regulate roadside stalls and unauthorised vendors.
 - Assist staff with, and / or investigate traffic and transit offences including assisting with parking enforcement.
 - Assist staff with, and / or investigate and enforce all litter, garbage and dumped rubbish complaints with an emphasis on the visual presentation of the City.
 - Assess strata properties for suitability of entering into a private parking agreements. Negotiate formal agreements with strata and liaise with all relevant stakeholders.

Baseline

- Manage and coordinate a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies as amended from time to time

KNOWLEDGE

Qualifications

- Certificate IV in Front Line Management or Certificate IV in Local Government (Regulatory Services) / Certificate IV or Diploma in Government Investigations or technical qualifications with extensive skills.
- Current Class C Driver Licence.

Experience

- Extensive experience as a leader / mentor in a supervisory or managerial role (preferably within local government).
- Extensive experience in regulatory / enforcement programs and customer service.
- Thorough working knowledge and experience with relevant legislation; specifically, the Local Government Act 1993, Environmental Planning and Assessment Act 1979, Companion Animals 1998, Impounding Act 1993, Protection of the Environment Operations Act 1997 and the Road Transport Act 2013 and associated traffic related regulations/legislation.
- Demonstrated experience of working within a political environment requiring sound judgement, being astute and demonstrating political acumen.
- Demonstrated skills and experience in analysis and investigation of issues and problem solving.
- Demonstrated experience in negotiation, mediation and facilitation in sensitive and at times volatile situations.
- Demonstrated experience in performance management issues and investigations.
- Experience in litigation and legal procedures, including court procedures.

Skills

- Highly motivated and well-organised self-starter with ability to work unsupervised, use own initiative, and efficiently manage competing interests, workload and time.
- Superior knowledge of Local Government and its workings, practices and procedures.
- Ability to research, interpret and apply legislation lawfully and within its intending meaning.
- Excellent advocacy, diplomacy and communications skills, with ability to effectively manage a wide spectrum of people including but not limited to members of the public, Councillors, Council Managers,



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other Council staff, Government agencies / representatives.

- Demonstrated capacity to prepare high quality reports and correspondence.
- Highly proficient computer operational skills and use of office and Council's software applications for example Microsoft Office applications including Word Excel & Outlook, Content Manager, KRONOS, GIS, Pathway, OneCouncil RIS24 and fine issuance software.
- Very high standard of personal and professional ethics and behaviour and the ongoing commitment to excellence.
- Ability to develop programs, campaigns and rosters.
- Good working knowledge of Local Government budget structures and processes and understanding of limitations and authorities needed for expenditure.
- Ability to negotiate, mediate and facilitate with confidence and effect in highly sensitive / volatile situations dealing with multiple issues and customers.
- Exceptionally developed interview techniques
- Exceptional teamwork skills
- Ability to identify and develop training needs for individuals and group as required