

From: [Geoff Stuart](#)
To: [REDACTED]
Cc: [Euan Kyle](#)
Subject: Request for Information- HR Capability.
Date: Tuesday, 3 November 2020 10:00:53 AM
Attachments: [OIR_reply.docx](#)
[hccsmalllogo_12fb0640-f486-4c5a-a775-f4ab1b1dfb5d.jpg](#)
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Hi [REDACTED]

We refer to your request on 2 October 2020 which was received by our office on 6 October 2020.

In your email you requested us to provide information of our Animal Services for each of the financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016, 2014-2015 in following areas:

- Number of our FTEs includes management and volunteers
- Training and profession development information
- Performance output and measures
- Overall dog control activity

As you have listed in your email below.

Your request has been processed according to the provisions of the Local Government Official Information and Meetings Act 1987.

Pursuant to the Local Government Official Information and Meetings Act 1987 we advise that your request for information has been granted, accordingly we enclose the following:

All information request are in attachment above.

There is no charge for the provision of this information.

Regards.

Geoff Stuart

Head of Regulatory Services & Emergency Management

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HCC Animal Services #FTE

POSITION	PERIOD				
	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Dog Control Officer	5	6	5	5	5
Volunteers	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)	4 (3x Dog Walkers + 1x Beach Warden)
Pound-keepers	1	1	1	1	1
Administrators	2	2	2	2	2
Team leader	1	1	1	1	1
Manager	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)	2 (1x Regional Manager + 1x Administration Manager)
Group Manager	1	1	1	1	1
General Manager	1	1	1	1	1

HCC Animal Services Skills, Education & Required/Desired Attributes

Dog Control Officer	<ul style="list-style-type: none"> • Three years secondary school education • Knowledge of the Dog Control Act and Council bylaws • Current driver's license • Animal Control Officers National Certificates (Levels 2-4) • Good written and verbal communication skills • Ability to communicate effectively with a broad range of people • Good level of physical fitness and stamina • Experience in handling and controlling animals • Ability to handle difficult situations and people • Animal Care and Handling Certificate (NZQA) • Response team training and/or qualification (Desired for Senior Positions)
Pound-keepers	<ul style="list-style-type: none"> • Three years secondary education • current driver's licence • Good written and verbal communication skills • ability to communicate effectively with a broad range of people • good level of physical fitness and stamina • experience in handling and controlling animals • ability to manage difficult situations and people • Previous administration experience • obtained medium computer skills • Animal Care and Handling Certificate (NZQA)
Administrators	<ul style="list-style-type: none"> • Sound practical administrative experience • be computer literate and able to use a wide range of software applications • three years secondary education

	<ul style="list-style-type: none"> • current driver's licence • good communication skills • Microsoft suite – Word, Access, Excel and Council modules such as Ci/Proclaim and Confirm • Good command of the English language, good written and verbal communication skills • ability to communicate effectively with a broad range of people • good level of physical fitness and stamina • experience in handling and controlling animals • ability to handle difficult situations and people • cash handling skills • Previous administration experience • obtained medium computer skills • Animal care and Handling Certificate (NZQA) • microchipping dogs experience
Team leader	<ul style="list-style-type: none"> • Three years secondary education • Animal Control Officers National Certificates (Levels 2-4) • current driver's licence • communication skills • Good command of the English language • good written and verbal communication skills • ability to communicate effectively with a broad range of people • good level of physical fitness and stamina • experience in handling and controlling animals • ability to handle difficult situations and people • Animal Care and Handling Certificate (NZQA)
Administration Manager	<ul style="list-style-type: none"> • Sound practical administrative experience • Previous administration experience in finance • Be computer literate and able to use a wide range of software applications • Driver's licence • Exhibit high level computer skills • Dealing with difficult customers • Microsoft suite – Word, Access, Excel and Council modules such as Ci/Proclaim and Confirm
Manager	<ul style="list-style-type: none"> • National Certificate in Animal Control or equivalent • current driver's licence • computer skills with Microsoft applications • Management diploma • prosecutors course • Health and Safety in Employment Act • defensive driving • dog registration databases • dealing with difficult customers
Group Manager	N/A
General Manager	N/A

- All positions are filled following interviews; selection process adheres to HCC policies
- Professional Memberships: NZIAM

HCC Animal Services Training

- Projected HCC Animal Services training budget is set at 2% of ACO salary.
- Training is ongoing and as required comprising internal mandatory HCC and industry specific courses which include:
 - Animal Control Officers National Certificates (Levels 2-4), and
 - Animal Care and Handling Certificate (NZQA)
- Performance outputs and measures are set annually and monitored biannually as per HCC guidelines. Objectives include HCC wide and operational specific which include:

Animal Welfare, Animal care, Dog behaviours, Investigations, Prosecutors training Shelter Management, De-escalation skills, Dealing with difficult customers training Bite stick training, Incident/accident reporting, report writing, national dog data base training, defensive driving training, Level 2 and 4 Animal control Officers training(not available at present)