

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Animal Care and Programs

Classification: Senior Officer Grade C

Position number: P50047

Position hours: Full-Time (36.75 hours)

Reports to: Director

Division: Access Canberra

Business Unit: Animal Regulation

Location: Symonston ACT

Date last reviewed: July 2026

Position requirements: Driver Licence

Note: The position occupant is required to participate in a Duty Manager on-call roster, securely home garage a branded work vehicle, and may be required to work after hours on occasion.

This position may be exposed to sensitive and traumatic situations and material, including potential to encounter aggressive or agitated customers, as well as viewing images and other materials associated with animal cruelty and injuries to people and/or animals.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

BUSINESS UNIT OVERVIEW

The Environment and Specialised Regulation (ESR) Branch supports the ACT community through clear, consistent and accessible regulation that protects people, animals and the environment while enabling safe and sustainable services. Through a regulatory lifecycle approach, ESR delivers education, authorisation, compliance, investigation and enforcement functions that support public confidence, responsible behaviour and positive regulatory outcomes.

ESR's Animal Regulation unit is responsible for administering animal welfare, domestic animal management and a range of specialised licensing, permit, authorisation and prosecution functions across the ACT. The business unit administers the *Domestic Animals Act 2000* and *Animal Welfare*

Act 1992, while also undertaking licensing, permit and criminal prosecution functions involving animals under the *Nature Conservation Act 2014* and related legislation.

Animal Regulation works to ensure the safety of the community, promote responsible animal ownership, protect animal welfare, and support biodiversity and conservation outcomes. The business unit delivers a broad range of regulatory activities including:

- Responding to public safety matters involving dogs, including attacks, harassment and menacing behaviour.
- Investigating and enforcing animal welfare and animal nuisance complaints.
- Registration and annual renewal of dogs and cats residing in the ACT.
- Licensing, permits and authorisations relating to companion animals and domestic pets, including breeding and management permits, dangerous dog permits and assistance animal accreditations.
- Licensing, permits and authorisations relating to animal use, research, teaching, commercial animal keeping and other regulated animal activities.
- Licensing, permits and authorisations relating to native wildlife, exotic animals, protected species and wildlife management activities.
- Conducting specialised investigations and criminal prosecutions for offences relating to animal welfare, domestic animal management and animal-related nature conservation matters.
- Operating and managing the ACT Government's animal care facility, including the care, rehabilitation, reunification, adoption and rehoming of impounded and surrendered animals.

Through partnerships with government agencies, industry, community organisations and stakeholders, Animal Regulation seeks to achieve the best possible animal welfare, public safety and conservation outcomes for the ACT community. The business unit combines education, engagement and regulatory action to ensure that animals are managed responsibly, welfare standards are maintained, and legislative obligations are met.

POSITION PURPOSE

The Assistant Director, Animal Care and Programs is responsible for leading the operation of the ACT Government animal care facility and the delivery of animal welfare and community programs within Animal Regulation.

Reporting to the Director, Planning, Performance and Support, the position leads teams responsible for animal care, impound operations, animal welfare outcomes, adoptions, rehabilitation, enrichment and reunification services. The role ensures the care, housing and management of animals are delivered in accordance with legislative requirements, animal welfare codes of practice and organisational standards.

The position is also responsible for community education, volunteer management and animal welfare programs that promote responsible pet ownership and support positive outcomes for animals in care. As a member of the Animal Regulation leadership team, the role contributes to

strategic planning, service improvement and workforce capability initiatives that strengthen animal welfare and community outcomes.

This position is appointed as a Deputy Registrar and Inspector under the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*.

DUTIES / RESPONSIBILITIES

Animal Care Facility Operations

1. Lead and manage the operation of the ACT Government animal care facility, ensuring safe, effective and efficient delivery of animal care, impound and rehabilitation services.
2. Ensure the health, welfare, housing, exercise, enrichment and care of animals meet legislative requirements, animal welfare codes of practice and organisational standards.
3. Oversee animal intake, reunification, adoption and welfare outcomes, ensuring services are delivered with a focus on animal wellbeing and community expectations.

Programs, Volunteers and Community Engagement

4. Lead the development and delivery of animal welfare, community education and responsible pet ownership programs that support positive community outcomes.
5. Oversee volunteer programs and community partnerships that support animal exercise, enrichment, socialisation and welfare objectives.
6. Build and maintain productive relationships with rescue organisations, foster networks, veterinary providers and other stakeholders that contribute to positive animal welfare outcome.

Governance, Performance and Continuous Improvement

7. Monitor operational performance, animal welfare outcomes and service standards, implementing improvement initiatives that enhance animal care and customer experiences.
8. Ensure compliance with legislative, operational and animal welfare requirements, including appropriate recordkeeping, reporting and quality assurance processes.

Leadership and Workforce Capability

9. Lead, develop and support a high-performing workforce through effective coaching, workforce planning, performance management and professional development.
10. Promote a positive, safety-focused and psychologically safe workplace culture that supports staff wellbeing, resilience and animal welfare outcomes.
11. Contribute to strategic planning, operational leadership and organisational governance as a member of the Animal Regulation leadership team.

Note: While flexible working options are available, it is essential that the role maintains a presence at the facility in line with our hybrid working model.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience leading animal care, welfare, service delivery or operational functions, including the ability to manage complex operations while maintaining high standards of animal welfare, safety and customer service.
2. Demonstrated ability to develop, implement and improve operational programs, services or initiatives, including the use of data, performance information and stakeholder feedback to achieve better outcomes.
3. Proven ability to lead, develop and support diverse teams and volunteers through coaching, workforce planning, performance management and the promotion of a positive, inclusive and psychologically safe workplace culture.
4. Highly developed communication and relationship management skills, including experience working collaboratively with community organisations, volunteers, industry representatives and service partners to achieve shared outcomes.
5. Demonstrated ability to manage operational risk, ensure compliance with relevant standards and legislative requirements, and maintain effective governance, reporting and quality assurance practices within a complex service delivery environment.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and promoting workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Experience leading and managing operational teams in a regulatory environment is highly desirable.
- Possession of a Certificate IV in Government (Investigations), or the ability to obtain within the first 12 months of commencement, is required.
- The position occupant is required to participate in a Duty Manager on-call roster, securely home garage a branded work vehicle, and may be required to work after hours on occasion.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychological testing.
- This position requires a National Police Check prior to commencement.
- This position does not require a Working with Vulnerable People Check or Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone or radio use	Occasionally
General computer or in-field technology use	Frequently
Extensive keying or data entry	Occasionally
Graphical or analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally