



# CITY AND ENVIRONMENT DIRECTORATE (CED) POSITION DESCRIPTION

## POSITION DETAILS

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**Position title:** Coordinator, Kennel Operations

**Division:** Access Canberra

**Classification:** Administrative Services Officer 5

**Business Unit:** Domestic Animal Services

**Position number:** P23681

**Location:** Symonston ACT

**Position hours:** Full-Time (36.75 hours)

**Date last reviewed:** March 2026

**Reports to:** Assistant Director

**Position requirements:** WWVP, Driver Licence

**Note:** 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

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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

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### 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

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Domestic Animal Services is the domestic animal management service for the Australian Capital Territory. Our mission is to ensure the safety of the public and the best possible animal welfare outcomes, in partnership with our stakeholders.

The service administers the *Domestic Animals Act 2000* and the *Animal Welfare Act 1992*, which includes:

- Responding to public safety matters such as attacking, harassing, or menacing dogs.
- Investigating and enforcing animal welfare and animal nuisance complaints.
- Registration and annual renewal of dogs and cats residing in the ACT.
- Animal management permits such as breeding and Sexually Entire Animal Permits.
- Animal welfare licences and permits for pet businesses, animal use in research and teaching, animal trapping, circuses and travelling zoos.
- Accreditations for assistance animals and their trainers and assessors.
- Special licences for keeping multiple dogs or cats, or dangerous dogs.

We pride ourselves on educating and promoting responsible pet ownership, caring for and enriching impounded dogs, reuniting stray dogs with their owners, and arranging adoption, rescue or foster for surrendered dogs.

## **POSITION PURPOSE**

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Based at the Domestic Animal Services facility in Symonston, the Kennel Operations Coordinator is responsible for implementing, developing, and reviewing procedures to maintain excellent animal health and welfare within the facility. This role is accountable for the performance of a small team of Kennel Hands by fostering a positive and collaborative team culture while providing hands-on support and guidance, and assisting with daily duties.

You will ensure that the facility operates to the highest standard of cleanliness, safety and animal care. Duties include overseeing and conducting health checks, feeds, administering medication, attending to minor wounds and abrasions, preparing enrichment activities, and supporting and delivering ongoing training for dogs suitable for adoption.

Additionally the role oversees impounding and expounding dogs during business hours, including managing the pound keeper register. By leading with professionalism and hands-on guidance, this role plays a critical part in maintaining high standards of animal care and fostering a collaborative, supportive work environment.

## **DUTIES / RESPONSIBILITIES**

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### **Lead and Supervise Team Operations**

1. Supervise and support Kennel Hands, fostering a positive team culture through coaching, mentoring, and performance feedback.
2. Allocate tasks, monitor workloads, and resolve workplace issues promptly in line with policy and procedures.

### **Animal Health and Welfare**

3. Oversee daily care of animals, including feeding, cleaning, watering, and maintaining accommodation areas.
4. Coordinate health checks, administer medication, and refer signs of illness or discomfort to the Veterinary Officer.
5. Assist with routine veterinary duties when required, including euthanasia.
6. Prepare enrichment activities and support training for dogs suitable for adoption.

### **Facility and Compliance Management**

7. Develop, implement, and review procedures to maintain high standards of animal welfare and safety.
8. Ensure adherence to relevant legislation, policies, and procedures, maintaining a safe environment for staff, animals, and visitors.

9. Operate and maintain DAS IT systems for accurate data recording and reporting.

### **Customer and Pound Services**

10. Manage impounding and expounding of dogs, ensuring accurate pound keeper records.
11. Coordinate animal transportation to and from the facility, veterinary clinics, and RSPCA ACT.
12. Facilitate meet-and-greet sessions between dogs and potential adopters, providing professional customer service and conflict resolution when required.

### **Other Responsibilities**

13. Undertake the role of designated First Aider for the facility.
14. Other tasks appropriate to this level of classification which contribute to the goals and objectives of Domestic Animal Services.
15. This position does involve direct supervision of a small team of Kennel Hands.

## **SELECTION CRITERIA (CAPABILITIES)**

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

1. Demonstrated experience in animal welfare, including the ability to handle, control and care for dogs safely as well as knowledge associated with understanding dog behaviour (or a willingness to learn quickly).
2. Demonstrated experience in leading teams to deliver high-quality services and meet operational goals to required outcomes.
3. Demonstrated experience in team management, including the ability to prioritise own and team workloads, set priorities, display initiative, and meet challenging deadlines within a complex and demanding environment.
4. Demonstrated experience in fostering a collaborative and inclusive culture, while applying strong communication skills to build relationships and deliver clear, constructive feedback.
5. Excellent written and verbal communication skills, with experience in liaising with customers and stakeholders in a service delivery environment.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

## **COMPLIANCE REQUIREMENTS / QUALIFICATIONS**

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- 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 in animal husbandry or dog handling is highly desirable.
- Possession of a Certificate IV in Veterinary Nursing or equivalent, or ability to obtain within the first 12 months of employment, is required.
- Possession of an accredited microchipping certification, or ability to attain within 6 months of commencement, is required.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychological testing and medical assessment which includes audiometric testing and a moderate-level functional assessment.
- This position requires a National Police Check and Working with Vulnerable People Check prior to commencement.
- Be willing to be, and remain, vaccinated against vaccine-preventable diseases during their employment.

## WORK ENVIRONMENT DESCRIPTION

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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	Occasionally
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
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

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

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

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

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

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently