

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Kennel Hand	Division: Access Canberra
Classification: City Ranger Level 1	Business Unit: Domestic Animal Services
Position number: P67272, several	Location: Symonston ACT
Position hours: Full-Time (38 hours)	Date last reviewed: March 2026
Reports to: Coordinator, Kennel Operations	Position requirements: Driver Licence

Note: This position works on a rotational roster which includes working Saturdays.

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

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

Based at the Domestic Animal Services facility in Symonston, Kennel Hands are responsible for the day-to-day welfare and health of the animals held within the facility. With a passion for animal welfare, Kennel Hands are responsible for cleaning the facility, conducting health checks, feeding, and administering medication, attending to minor wounds and abrasions, exercise and preparing enrichment activities for residents. This includes handling dangerous and aggressive dogs day-to-day to ensure that they're welfare needs are met.

As an important member of the team, Kennel Hands work collaboratively with other staff to support the overall management of the facility, with a focus on animal welfare and ensuring the safety of visitors to the facility. You will contribute to the development, achievement and continuous improvement of team objectives and plans to ensure the service meets community standards and expectations.

DUTIES / RESPONSIBILITIES

1. Ensure the health and welfare of animals accommodated at the facility by:
 - daily feeding, watering, and inspection.
 - daily cleaning of animal housing areas in line with procedures and standards.
 - administering medication and treatment as prescribed by a Veterinary Officer.
 - routinely disinfecting animal housing areas and equipment in line with procedures and standards.
 - reporting signs of illness, disease, discomfort observed to the supervisor.
 - cleaning and disinfecting the vet room after consultations.
2. Prepare and undertake enrichment activities for animals, such as exercising and socialising.
3. Assist Coordinators with running 'meet and greet' sessions between dogs and potential owners.
4. Prepare and assist veterinary officers with routine duties, including euthanasia of animals.
5. Promote responsible pet ownership and management.
6. Other tasks appropriate to this level of classification which contribute to the goals and objectives of Domestic Animal Services.
7. These positions to not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

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

1. Experience with, or a thorough knowledge of, dog handling and control and/or the ability to read a dog's body language (or a willingness to learn quickly).
2. Demonstrated ability to work as part of a cohesive team, ability to follow directions and an ability to exercise independent judgement appropriately to achieve outcomes and meet deadlines.
3. Sound communication skills with the ability and willingness to share information with other staff, volunteers, and members of the public to provide high quality customer service.
4. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to 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 in animal husbandry or handling is highly desirable.
- Possession of a Certificate II in Animal Care, or ability to attain within the first 12 months of commencement, is required.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychometric testing and medical assessment which includes audiometric testing and a moderate-level functional assessment.
- This position requires a National Police Check prior to commencement.
- This position does not require a Working with Vulnerable People Check.
- Be willing to be, and remain, vaccinated against vaccine-preventable diseases during their employment.

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	Occasionally
Extensive keying or data entry	Never
Graphical or analytical based	Never
Sitting at a desk	Never
Standing for long periods	Frequently
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
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	Frequently

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)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
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

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

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Never
Excessive noise	Frequently
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
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	Frequently