

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Policy Officer, Animal Welfare

Classification: Administrative Service Officer 6

Position number: P17392

Division: Transport Canberra and Business Services

Business unit: Domestic Animal Services

Location: Symonston ACT

Reports to: Senior Director

Date last reviewed: 24/07/2025

Positon requirements: Nil.

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

Transport Canberra & Business Services delivers the essential services Canberrans rely on each day. From integrated public transport, including a bus fleet of 450 buses and overseeing the

management of Light Rail, through to delivering programs at our public library branches and providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

The division employs over 1200 employees developing, implementing and enforcing various pieces of policy and legislation. Not to mention delivering constant services to a growing, vibrant and ever-changing city.

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* (the DA Act) and the *Animal Welfare Act 1992* (the AW Act), 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, research and teaching, animal trapping, circuses and travelling zoos
- accreditations for assistance animals and assistance animal 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, the Senior Policy Officer for Animal Welfare is a policy professional responsible for leading the development, implementation, and continuous improvement of animal welfare policy and regulation in the ACT. The role plays a central part in advancing strategic initiatives such as the ACT's Animal Management and Welfare Strategy, ACT Cat Plan, and Canberra Dog Model, while supporting the enforcement of the *Animal Welfare Act 1992*.

A key focus of the role is regulating animal welfare licences and permits, including coordinating and conducting inspections and compliance checks of pet businesses and other licensees to ensure adherence to relevant Animal Welfare Codes of Practice. The position also leads the processing of animal welfare permits and licences, ensuring regulatory integrity and consistency.

The role provides high-level policy and regulatory support to the Animal Welfare Authority contributing to legislative reform and operational delivery under the Act. It also plays a vital role in establishing, maturing and contributing to animal welfare work programs by drafting Codes of Practice, preparing reports and ministerial briefs, and facilitating informed, evidence-based advice to government.

This position requires strong policy expertise, analytical capability, and stakeholder engagement skills, and operates with a high degree of autonomy in a dynamic and sensitive regulatory environment.

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.

This position is appointed as an Inspector under the *Animal Welfare Act 1992*. This position does not involve direct supervision of staff and is expected to operate with a high degree of autonomy.

DUTIES / RESPONSIBILITIES

Working under limited supervision, the position will:

- Lead the development, implementation, and continuous improvement of animal welfare policies, including those related to licensing, permits, and regulatory frameworks, in consultation with stakeholders, partners, and the community.
- Provide high-level policy and regulatory support to the Animal Welfare Authority and Senior Director in the administration and enforcement of the *Animal Welfare Act 1992*.
- Establish, mature, and contribute to animal welfare work programs by drafting Codes of Practice, policy briefs, and reports that inform evidence-based decision-making.
- Analyse data and trends related to animal welfare regulation, licensing, and compliance to inform policy development and program evaluation.
- Prepare high-quality reports, ministerial briefings, and timely responses to community and stakeholder inquiries on animal welfare matters.
- Coordinate and support compliance programs under the *Animal Welfare Act 1992*, including scheduling inspections of pet businesses and other licensees, in collaboration with regulatory officers.

- Oversee the processing and assessment of animal welfare permits, licences, and assistance animal accreditations, working closely with the Animal Licences and Permits Officer to ensure regulatory consistency and integrity.
- Other tasks appropriate to this level of classification which contribute to the goals and objectives of Domestic Animal Services.

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 in policy development and implementation, preferably in animal welfare, environmental regulation, or a related field.
2. Proven ability to interpret legislation, develop regulatory frameworks, and deliver strategic policy outcomes in a government or public sector context.
3. Proven ability to engage and collaborate with diverse stakeholders, including government agencies, industry representatives, community groups, and advisory bodies.
4. Well-developed written and verbal communication skills with experience in preparing complex briefs or reports in consultation with others and an ability to communicate effectively with a wide variety of stakeholders to achieve results.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Experience with conducting compliance checks, such as against Codes of Practice, particularly within animal welfare environments is highly desirable.
- 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.
- This position requires a National Police Check prior to commencement.

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

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	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
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	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
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	Never
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