



Position Description – Community Compliance Officer

Position:	Community Compliance Officer
Band:	5
Position Number:	1079
Business Unit:	Community Compliance
Directorate:	Planning and Development

Name of Occupant	Vacant
Date Approved	8 February 2017
Approved By	Director Planning and Economic Development

Position Objective

The primary objective of the position is to enhance the amenity and safety of our community by ensuring community compliance within a range of Council local laws, Acts and Regulations.

Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Traffic / Parking Control

- Enforce provisions of the Road Safety Act and Regulations.
- Provide car parking supervision and issuing of infringements as required.
- Assist with the recovery of outstanding infringements.
- Provide traffic control in emergency situations.
- Issue disabled parking and other parking permits, as required.
- Implement and enforce the Roadside and Footpath Trading Policy and associated guidelines.

2. Animal Management

- Actively contribute to achieving the Council's goals under its Domestic Animal Management Plan and promote community adherence to the *Domestic Animals Act 1994* and the Baw Baw Shire Community Local Laws.
- Conduct annual audits of registered domestic animal businesses within Baw Baw Shire.

- Respond to complaints and proactively monitor issues in regard to nuisance animals.
- Proactively contribute to increasing the number of animals registered in Baw Baw Shire.
- Perform pound duties as per legislative requirements.
- Dispose of animals in accordance with legislative requirements.

3. School crossings

- Liaise with School Crossing Supervisors, school principals, VicRoads and education authorities to ensure School Crossings are properly supervised.
- Provide on the job training to School Crossing Supervisors, when required.
- Coordination of School Crossing Supervisors' schedules and timesheets.
- Assist with school crossing supervision, as directed.

4. Asset Preservation

- To issue relevant permits for works on footpaths, roads, crossings, drainage systems and nature strips in conjunction with the customer service centres.
- Ensure that permits for works have been obtained by contractors and builders including undertaking spot inspections and facilitating compliance with Council requirements.
- Undertake before and after inspections of Council assets within the road reserve adjacent to proposed construction works to determine any damage caused by builders/developers and liaise with builders/developers to rectify any damage caused.

5. Building and Planning Enforcement

- Investigate complaints in relation to building and planning enforcement matters.
- Obtain and prepare evidence to support all enforcement actions undertaken, including preparing interviews, statements and reports.
- Prepare and present cases for enforcement action on behalf of Council at the Victorian Civil and Administrative Tribunal and in the Magistrates' Court.
- Prepare draft reports with appropriate recommendations for consideration by management.

6. Compliance

- Positively engage with members of the public to encourage voluntary compliance with Acts, Regulations and Local Laws.
- Maintain the ability to provide back up across the department and proactively contribute to team projects.
- Participate in the development and review of team policies, guidelines and procedures to ensure continued service improvement.
- Assess permit applications for compliance with the various Acts.

- Address complaints/infringements and determine a relevant course of action.
- Obtain and prepare evidence to support all enforcement actions undertaken, including but not limited to preparing interview statements and reports.
- Issue infringements, notices, orders and other enforcement processes in accordance with relevant legislation and local laws.
- Prepare and present cases for enforcement action on behalf of Council at the Victorian Civil and Administrative Tribunal and in the County and Magistrates' Court.
- Manage all matters effectively to ensure that evidence, statements and documentation are maintained at a standard suitable for prosecution briefs and to be admissible in any court proceedings.
- Keep up to date with changes to legislation and regulations relevant to the requirements of the position.
- Inspect properties for potential fire hazards, prepare direction notices to clear properties and ascertain compliance with notices by inspections and initiating follow-up action.
- Perform after hours duties as rostered.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Organisational Relationships

Reports to:	Compliance Coordinator
Supervises:	Nil
Internal Liaisons:	All Staff & Councillors
External Liaisons:	Baw Baw residents, general public, Victoria Police, CFA, community groups, government agencies, courts, schools, builders, contractors and local businesses

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a commitment to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate** hazards and risks in all you do to achieve our overall goal of creating a safe work environment.

Qualifications and Experience

The qualifications and experience required for the position include:

- Certificate IV in Statutory Compliance (Government) or qualify within 12 months.
- Certificate IV in Animal Control and Regulation or qualify within 12 months.
- Demonstrated ability to conduct investigations, gather evidence, prepare briefs and represent an organisation at court proceedings.
- Demonstrated ability in completing relevant technical and administration duties and a demonstrated commitment to customer service.
- A current Victorian driver's licence is essential.

Key Selection Criteria

1. Qualifications and experience as outlined above.
2. Demonstrated knowledge of the legislative framework relating to relevant Acts and local laws or proven ability to develop the required knowledge within a short time.
3. Demonstrated ability to work cooperatively in a team environment.
4. High level of interpersonal and communication skills and the ability to make realistic and sound decisions.
5. Demonstrated experience dealing with people and a proven ability to remain calm and objective in stressful situations.
6. Ability to provide detailed briefs of evidence in a timely manner and to represent Council in general court proceedings.

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Enforce all state and local laws for which Council is responsible and for which written delegations of authority are held, including the issuing of infringement notices.
- Under direct supervision, the occupant of this position is authorised to issue summons for an offence against an Act, Regulation or local law for which written authorisations are held.
- Negotiating outcomes within the limits of legislation, Council's guidelines and policies on complaints and breaches of local laws, permits, statutes, etc.
- Preparing and presenting cases for enforcement action on behalf of the Council at the Victorian Civil and Administrative Tribunal and in the County and Magistrates Court.
- Providing accurate information and advice to members of the public and other relevant persons/organisations on routine matters. Non-routine matters are to be referred to supervisors.
- The quality of work undertaken.
- The level of customer satisfaction with the way customers are treated.
- Conveying a professional and customer-focussed image of the unit and of the Baw Baw Shire Council.
- The occupant would be conscious that his/her actions may lead to legal action and would act carefully in order to protect the Council's interests.
- Authorised to receive pound monies, registration fees and issue receipts.
- Ensuring meticulous record keeping of all complaints, responses, investigations, correspondence, etc.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- The incumbent is free to operate within the parameters of the defined policies, procedures and guidelines determined for the operation of Council's services and facilities.

- On site decisions often need to be made within legislative and policy requirements. Independent decisions can be made in regard to work priorities. Guidance and advice is usually available from senior officers.
- The incumbent should seek additional guidance and advice from other members of Council staff should issues arise in respect to matters that are outside the determined guidelines and procedures.
- The occupant of this position is largely autonomous in day-to-day activities. Enforcement duties are conducted largely in accordance with established guidelines, procedures and the instrument of delegation.
- Ability to apply a maturity of judgement in the application of established techniques and recognise when such techniques are not appropriate.
- Proficient in developing solutions to problems using procedures, guidelines and the application of professional or technical knowledge.
- Ability to respond appropriately in emergency situations.
- Officers are expected to exercise judgement which recognises the balanced needs of enforcement, the intention of the Act or Regulation and the needs of the community.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Proficient in the interpretation and application of relevant Acts and Regulations and Council policies.
- Able to demonstrate an understanding of the underlying principles behind the requirements of Acts and Regulations and Council policies.
- The ability to research and apply legal precedents relevant to enforcement matters.
- A demonstrated intermediate level of skills using the Microsoft Office suite of computer programs.
- An ability to quickly learn and understand the long term unit goals and an understanding of how these support the wider organisational goals.
- Proficient in observing events, listening to witnesses and accurately recording details in note form for the purposes of court evidence.

Management Skills

The required management skills include:

- Skills in managing time, setting priorities, planning and organising one's work together with contributing to the priorities determined for the unit.
- A proven ability to handle a multitask workload with competing priorities successfully.

Interpersonal Skills

Interpersonal skills include:

- Excellent communication skills and a strong team focus.
 - Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities.
 - Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
 - Advanced customer service skills with an ability to portray an excellent corporate image on behalf of Council and to ensure that all customers are dealt with in the most efficient and effective manner.
 - Conflict resolution skills.
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ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date

