

## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

Position Title:	Regulatory Services Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	5113	Classification Level:	2
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time Permanent
Department:	Community and Environment	Document Last Reviewed:	23/01/2023
Branch:	Health & Regulatory Services	Job Dictionary:	MD-5-090
Accountable To:	Regulatory Services Supervisor		
Aim of Position:	To implement regulatory compliance investigation, inspection, and monitoring, public education, consultation and enforcement services of Council's Local Laws and relevant state legislation including the protection, promotion and improvement of public safety standards and amenity for the community within the Bundaberg Region.		

### Council Values

Bundaberg Regional Council's culture is driven by the following values:



### Key Responsibilities

1. Interpret and investigate activities pertaining to relevant Acts, Regulations and Council Local Laws including, but not limited to abandoned vehicles, animal management, animal registration, illegal camping, overgrown allotments, and regulated parking.
2. Conduct scheduled inspections of approved or regulated animals, activities and conduct necessary follow-up actions.
3. Conduct daily patrols for local law, animal related and regulated parking offences.
4. Issue correspondence, directions, compliance notices and Penalty Infringement Notices for alleged breaches of relevant legislation and ensure effective follow through to final outcome.
5. Gather and present evidence to a Court or Tribunal including preparation of Court briefs of evidence.
6. Assist with public education sessions as required.
7. Undertake pound duties as required including but not limited to cleaning, handling, and releasing of animals, handling EFTPOS transactions and Council database entry.

8. Respond to and investigate animal attacks including handling the offending animal and making regulated dog declarations/recommendations.
9. Participate in the 'on-call' roster including afterhours and weekends.
10. Accurate and timely inputting of information into Council's databases and information management systems.

## Position Requirements - Qualifications and Experience:

### Mandatory:

1. Provision of a satisfactory Criminal History Check – Police Certificate (Australia wide – name only).
2. Possess or have the ability to acquire a Certificate IV in Government (Statutory Investigation and Enforcement).
3. Demonstrated knowledge and experience in investigating and enforcement of Local Government legislation in particular to Animal Management and Local Laws.
4. Demonstrated knowledge and experience of animal management, animal husbandry including cattery and kennel maintenance, disease control and animal hygiene, local laws, and parking regulations.
5. Demonstrated communication (oral and written) and interpersonal skills including the area of problem solving and negotiation.
6. Demonstrated computer operational skills and knowledge including the use of electronic infringement software, devices, and Microsoft Office.
7. Demonstrated ability to work productively both autonomously and in a team environment.
8. Ability to work outside normal operating hours and in accordance with the section's roster.
9. Physical capability to undertake manual handling duties.
10. Hold a 'C' Class driver's licence.

### Desired:

1. Hold or have the ability to acquire a Queensland firearms licence.
2. Experience in compiling affidavits or briefs of evidence and presenting evidence in Magistrate's Court or QCAT hearings and preparing routine correspondence, memorandums, and reports.

## Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	<b>Engage people to build positive relationships:</b> <ol style="list-style-type: none"> <li>1. Puts themselves in other people's shoes to accept and value different thinking</li> <li>2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience</li> <li>3. Quickly assesses the emotions of colleagues around them and then adapts words, tone, and gestures accordingly</li> </ol>
Customer Focus (mandatory)	<b>Focuses on customers:</b> <ol style="list-style-type: none"> <li>1. Actively works to understand customers and stakeholders</li> <li>2. Engages customers in a friendly and appropriate manner</li> <li>3. Shows respect for customers and stakeholders</li> </ol>
Safety and Professionalism (mandatory)	<b>Models safe, professional, and ethical behaviour:</b> <ol style="list-style-type: none"> <li>1. Identifies safety issues and problems, takes, and monitors corrective action</li> <li>2. Is consistent in word and actions</li> </ol>

	<ol style="list-style-type: none"> <li>Is viewed as trustworthy, ethical, and truthful, and respectful of the view of others</li> <li>Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self</li> </ol>
Job Requirements (mandatory)	<b>Applies knowledge and skill:</b> <ol style="list-style-type: none"> <li>Able to demonstrate knowledge appropriate for their role</li> <li>Demonstrates strong skills in their functional area</li> <li>Committed to maintaining a high standard of practice in their role</li> </ol>
Cross-Organisational Thinking	<b>Understands how their work makes a difference to Council:</b> <ol style="list-style-type: none"> <li>Can describe the vision and purpose for their direct area</li> <li>Able to describe how their work contributes to organisational objectives</li> <li>Considers wider organisational objectives when making decisions and performing their work</li> </ol>
Leading People	<b>Supporting others:</b> <ol style="list-style-type: none"> <li>Provides considered and supportive feedback to other team members and colleagues</li> </ol>
Developing People with a One Team Focus	<b>Supports others' capability development:</b> <ol style="list-style-type: none"> <li>Readily shares their knowledge and experience</li> <li>Acts as a coach, mentor, role model and sounding board for others</li> </ol>
Driving People's Performance	<b>Focuses on performance:</b> <ol style="list-style-type: none"> <li>Seeks to understand tasks, asks questions and knows what is expected of them</li> <li>Approaches challenging work situations with positive energy</li> <li>Sets priorities and organises self to meet work deadlines</li> <li>Reports progress and any potential delays of issues which may impact on others</li> </ol>
Managing Stakeholders	<b>Manages internal and external relationships:</b> <ol style="list-style-type: none"> <li>Written and verbal communication is clear and concise</li> <li>Listens to others actively and attentively</li> <li>Demonstrates a friendly and engaging interpersonal style</li> <li>Builds networks with peers</li> <li>Works collaboratively with others</li> </ol>
Decision Making	<b>Makes sound decisions:</b> <ol style="list-style-type: none"> <li>Demonstrates ability to research, understand and analyze information relevant to work tasks</li> <li>Shows judgement in decision making</li> </ol>
Making Improvements	<b>Open to making improvements:</b> <ol style="list-style-type: none"> <li>Shows a willingness to try new ways of working</li> <li>Generates and shares new ideas and suggestions for improvement</li> </ol>
Progressing Change	<b>Responds flexibly to changes:</b> <ol style="list-style-type: none"> <li>Works to embrace and assist change</li> <li>Helps to engage others in the change process</li> <li>Shows resilience in times of uncertainty</li> </ol>

## Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
<b>1. Workplace Health and Safety</b>	1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
<b>2. Culture</b>	1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision, and values of Council. 2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
<b>3. Information Services and Technology</b>	1. Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. 2. Use Council's technology appropriately and with respect.
<b>4. Disaster Management</b>	1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
<b>5. Customer Service</b>	1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
<b>6. Financial Accountability and Governance</b>	1. Models compliance with Council's procurement Policy. 2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. 3. Legislative Sub-Delegations and authorisations may also be applicable.
<b>7. Corporate record keeping</b>	1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.

## Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
<b>Tetanus</b>	Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
<b>Twinrix (Hepatitis A and B)</b>	For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood, or body fluids and / or for staff who work with rural and remote Indigenous communities, childcare, carers of people with disabilities, healthcare workers, plumbers or sewage workers.
<b>Q Fever</b>	Only staff in job roles where contact with cattle, kangaroos, sheep, goats, camels is likely (alive and dead) or are regularly transiting paddocks, work yards etc. frequented by cattle, kangaroos.
<b>Lyssavirus</b>	Only staff in job roles which have contact with bats.