



# BYRON SHIRE COUNCIL

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Community Enforcement Coordinator</b>
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**REPORTS TO:** Manager Public and Environmental Services

**DIRECTORATE:** Sustainable Environment and Economy

**BRANCH:** Sustainable Development

**CLASSIFICATION:** Grade 11

**STAFF:** Compliance Planner  
 Parking Enforcement Supervisor  
 Community Enforcement Lead Officers  
 Community Enforcement Officer  
 Animal Enforcement Officers  
 Trainee  
 Public Space Liaison Officers

<b>CONTACTS:</b>	<b>Internal</b>	<b>External</b>
	General Management and staff at all levels	Customers Consultants Contractors Government Departments Community Organisations Courts

### Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

### POSITION OBJECTIVE:

To lead and co-ordinate the staff and activities of the Enforcement Team to deliver efficient and effective provision of services in this area of operations in accordance with relevant legislation and Council policies.

To provide a regulatory service to the community to ensure that there is compliance with regulatory standards, Council approvals and policies.

## ORGANISATION VALUES

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation. It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM  
AND PURPOSE



WE ARE OPEN, HONEST AND  
RESPECTFUL



WE FOSTER WELLBEING  
AND CREATIVITY



WE ACHIEVE OUR GOALS AND  
SUCCEED TOGETHER

## KEY RESPONSIBILITIES:

### Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

### Operations Management

- Lead, co-coordinate and develop a team of Enforcement staff to provide an efficient customer service function for Council.
- Administer legislation relevant to planning, the environment, public order and safety.
- Provide expert advice in regard to compliance with development control provisions and development consents to Councillors, Council departments, Public Authorities and the community.
- Carry out investigations and exercise Council's discretion to take enforcement action in accordance with Council's Enforcement Policy, Ombudsman's Guidelines, Council procedures, Council resolutions and relevant legislation.
- Prepare briefs of evidence and prepare enforcement cases for prosecution.
- Contribute to the development, implementation and review of strategic policy and procedures for the implementation of compliance programs.
- Coordinate compliance, regulatory and enforcement actions with other Council directorates.
- Enforce commercial licenses and permits issued by Council.
- Provide accurate, timely and professional service/advice, both written and verbal to Council officers and Council customers in accordance with legislative requirements.
- Uphold the public image of the Council; maintain satisfactory relations and goodwill with the public and high level of Customer Service.
- Conduct education and promotional activities relating to Council's enforcement role and complaint investigations.
- Liaise with other Councils, government agencies and community groups by representing Council at key forums and other meetings where required.

- Remain abreast of and adapt to legislative changes and explore opportunities for innovation.
- Protect the environment generally by assisting with the administration and application of legislation and possessing contemporary knowledge of such legislation.
- Maintain and provide detailed accurate records and activity reports as well as written reports as required by the Coordinator and/or Director.
- Actively contribute to the team and promote best practice.
- Be available to work rotating shifts over a 24 hour period and over seven days of the week if rostered.
- Contribute to the promotion of the image of Council and the maximisation of good public relations.

### **Financial Management**

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.
- Assist with the development of project as well as annual budgets.

### **Human Resource Management**

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.
- Ensure effective and equitable leadership and supervision of staff.
- Apply human resources policies and procedures.
- Promote and lead the team to create a high morale, team oriented, customer-focussed environment.
- Monitor and review performance of staff in accordance with Council's staff performance management systems and processes and develop programs for staff to improve performance effectiveness and job satisfaction.

### **Work Health & Safety Management**

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Report all risks, hazards, incidents and injuries immediately to supervisor.
- Be responsible and accountable for the safety of workers and company property under your supervision.
- Be responsible for ensuring all Work Health Safety legislative requirements and Council and Directorate Work Health Safety policies, procedures, guidelines, tools and requirements are followed at all times.
- Report all risks, hazards, incidents and injuries immediately to Supervisor.
- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Report all risks, hazards, incidents and injuries immediately to supervisor.

**Other Duties**

- Other such duties as required that are within the limits of the employee's skill, competence and training.

**QUALIFICATIONS:**

Relevant tertiary qualifications in development assessment, building surveying, legal, enforcement or a related discipline or equivalent demonstrated experience.

SEINS (Self Enforcing Infringement Notices System) or the ability to rapidly acquire this, or equivalent demonstrated experience.

**EXPERIENCE:**

- Demonstrated experience in leading and co-ordinating a team.
- Considerable experience in a front line regulatory and enforcement role, with extensive experience dealing with the public, conflict resolution and difficult situations and issues.

**KNOWLEDGE:**

- A sound knowledge and understanding of the legislative framework of Regulatory Services.

**COMPETENCIES:**

Demonstrated ability to:

- Lead, co-ordinate and monitor the workflow of staff.
- Assess and investigate breaches of relevant legislation for the purpose of fulfilling the role.
- Prepare and process Court Attendance Notices and other legal documents on Councils behalf.
- Analyse complex information and make sound recommendations.
- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.

Effectively use information technology.

**SELECTION CRITERIA****Essential Criteria**

- Relevant tertiary qualifications in development assessment, building surveying, legal, enforcement or a related discipline or equivalent demonstrated experience.
- Demonstrated experience supervising a team with the proven ability to lead, co-ordinate and monitor the workflow of staff.
- Knowledge and experience of the relevant legislative framework relevant to planning, the environment, public order and safety.

- Demonstrated well-developed organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes.
- Demonstrated well-developed interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook)
- Current Drivers Licence

**Preferred Criteria**

- Demonstrated ability to prepare briefs of evidence.
- Commitment to and understanding of process improvement and sustainability principles.
- Experience in accessing and retrieving data on a computerised environment including experience with the issues of electronic infringements.

**PRESENT OCCUPANT:**

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**SIGNATURE:**

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**SUPERVISOR:***Manager Public & Environmental Services***SIGNATURE:**

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*People and Culture use:*National Criminal History Check ☐Working with Children Clearance ☐Functional Health Assessment ☐Immunisations ☐