

Role Description

Compliance Officer



Title	Compliance Officer
Classification/Grade/Band	Band 2 Level 2
Group/Unit/Section	Environment and Planning / Natural and Environmental Assets / Natural Assets Management
Reports to	Team Leader Natural Assets Operations

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Compliance Officer in the Trees and Natural Assets team assists Council in receiving and investigating complaints and allegations of unapproved activities and undertakes appropriate action. This includes but is not limited to unlawful tree works and may also include breaches of other regulations related to Natural Reserves such as encroachment on, or unlawful development of, Council Natural Reserves (where these are not Environmental Health or Ranger matters). These functions may apply to either Council managed land, or land under management of third parties.

The position of Compliance Officer is required to provide quality customer service and create value for the community.



Key Duties and Responsibilities

- Respond to relevant complaints, conduct inspections, undertake and make records of investigations, and provide assessments to establish compliance and issue further directions where required;
- Negotiate with key stakeholders outcomes where possible to resolve disputes and ensure an outcome that reflects adherence to Council's Legislated responsibilities and the benefit of the wider community;
- Issue Penalty Infringements, Notices, Orders and correspondence from investigations and substantiated complaints in accordance with legislative guidelines, sound professional advice, Council policy, and with delegated authority in a manner that utilises sound judgement and discretion;
- Carry out accurate records of interview with alleged offenders in accordance with the provisions of the Evidence Act 1995;
- Monitor, review, and implement changes resulting from modifications to relevant State and Federal Legislation and guidelines;
- Monitor Council Natural Reserves to ensure compliance with consents or other Council approvals given;
- Promote proactive strategies to communicate, educate and liaise with key stakeholders and promote relevant Council's policies;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience;

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Compliance Officer, Trees and Natural Assets is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the work group or team;



- The work of the Compliance Officer influences the external environment by ensuring services are consistent with Council standards;
- The Compliance Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.



Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Certificate IV qualification in Government Investigations OR relevant field and demonstrated solid contemporary experience, combined with ongoing professional development.
- Current Class C Driver's.



Desirable

- Qualifications in a plant or environmental field such as Arboriculture, Horticulture, Natural Resource Management, Conservation and Land Management.

EXPERIENCE

- Demonstrated significant experience in investigation of compliance matters, in particular evidence collection and recording, enforcement, preparing briefs of evidence, appearance in Court and liaison with legal representatives;
- Demonstrated significant experience working with Council Development Control Plans and Local Environment Plans, application of the Evidence Act 1995, Local Government Act 1993, Environmental Planning and Assessment Act 1979, and other relevant legislation and policies related to trees and vegetation;
- Proven track record of interpersonal, communication and negotiation skills, including the ability to discuss complex technical matters and to persuade stakeholders on matters relating to key areas of responsibility;
- Experience in computer use relevant to local government investigations and reporting including Microsoft Office suite (eg Outlook, Word, Excel), Geocortex/ GIS, Trim or similar records system, a Customer Service system;
- Training in interpersonal management such as conflict resolution, managing challenging customers, negotiation skills, emotional intelligence, verbal judo etc.

Key Relationships

Internal	External
Councilors	Members of the Public/residents/ratepayers
Section Managers/Team Leaders	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Other Council employees (not including direct reports)	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

