

Position Description

CORPORATE INFORMATION

Position Title	Ranger – Regulatory Services		
Directorate	Planning and Development	Branch/Section/Unit	Environmental Health and Regulatory Services Branch
Position Number	1019	Level	4
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Coordinator - Regulatory Services		
Direct Reports	Nil		

SCOPE OF POSITION

Position Summary

To actively contribute to the operations of the Regulatory Services Section within the Environmental Health and Regulatory Services Branch of the Planning and Development Directorate.

To model Council's values within the organisation and greater Gympie community with a focus on exemplary customer service and continuous improvement to protect and enhance community amenity and public safety.

To support the Coordinator - Regulatory Services and other Rangers in achieving targeted performance measures associated with corporate functions such as business planning, contract management and specific continuous improvement projects.

To assist, support and collaborate with other areas both within the Directorate and across the organisation in order to bring about positive resolution of compliance matters.

Key Responsibilities of the Role

- Interpret and enforce the provisions of relevant legislation in accordance with this position's delegations, Council policies and as directed.
- Apply judgement, common sense and experience to mediate and resolve issues between community members to achieve, maintain and enhance community safety and amenity.
- Conduct factual investigations and gather evidence including taking of witness statements and preparing briefs of evidence in a proficient and professional manner. This will include obtaining and executing warrants and giving evidence in the Magistrates Court or other jurisdictions as required.

Position Description

- Prepare reports, correspondence, statutory approvals and statutory notices relative to inspections, investigations and assessments undertaken as part of duties performed.
- Update Council's databases and registers including Council's Customer Action Request (CAR) database and records management system.
- Undertake proactive patrols of public areas including, parks, reserves, roads and other Council controlled land to enhance community amenity and public safety. Where breaches of legislation are detected, take action to resolve those breaches in accordance with relevant Council policies and procedures.
- Deliver education programs to the community including school children focusing on community safety, awareness and responsible pet ownership.
- Undertake dog and cat pick-ups as required in accordance with organisational procedures and work instructions.
- Any other duties as required from time to time by the Coordinator – Regulatory Services or delegate within the level of responsibility.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.

Essential Knowledge/Skills/Qualifications Criteria

- Significant experience with a law enforcement agency or in a Local Laws/Ranger /regulatory role within Local Government.
- Formal qualification in law enforcement or statutory compliance or equivalent.
- Demonstrated ability in interpreting and using judgement in applying legislation.
- Demonstrated commitment to fostering a customer service culture.
- Demonstrated commitment to the ethical and humane treatment of animals.
- Demonstrated ability to conduct factual investigations including the ability to:
 1. Take formal witness statements from complainants in a proficient and professional manner;
 2. Conduct and record formal interviews;
 3. Gather and store evidence and prepare a brief of evidence for court purposes;
 4. Give evidence in court on Council's behalf in prosecution matters.
- Effective communication skills both oral and written including a demonstrated ability to professionally draft correspondence and reports.

Desirable Knowledge/Skills/Qualifications Criteria

- Demonstrated knowledge of current techniques for the safe and humane handling of dogs and cats.
- Demonstrated experience in contributing to continuous improvement initiatives and projects
- Experience or formal qualification in communications, public relations or education as applicable to the promotion of community education and responsible pet ownership initiatives.

Position Description

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- A functional capacity will be a requirement of role to be able to physically handle dogs and cats in a humane manner.
- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Ability to work a seven (7) day roster including weekends and public holidays as required or when directed.
- Occasional local/state/interstate travel for professional development.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Apply council policies and procedures in every day work activities to assist council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement – WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Position Description

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with council's Recordkeeping Policy – CGPOL002.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable – We take responsibility for our actions. We will be accessible and fair.

Consistent – Our actions will reflect council's guidelines and practices at all times.

Appreciative – We value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative – We will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful – We treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

POSITION APPROVAL AND ACCEPTANCE

Approved By

Name		Position	
Signature		Date	

Accepted By

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.