

Position Description

Position Title:	COMPLIANCE OFFICER
Department:	PLANNING AND ENVIRONMENTAL SERVICES
Award Band and Level:	B1 L3
Salary Grade:	GRADE 6
Last Review Date:	11 MAY 2016

POSITION REPORTS TO

Manager Building and Environment

POSITIONS REPORT TO THIS ONE

None

INTERNAL LIAISON

- Senior Management Team
- Planning and Environmental Services Department
- Council Working Groups
- Inter Department Teams

EXTERNAL LIAISON

- NSW Department of Local Government – Companion Animals Unit
- NSW Police
- Veterinary Surgeries
- RSPCA
- Animal Welfare organisations
- State Debt Recovery Office (SDRO)
- Government agencies
- Construction consultants
- Contractors
- Developers
- Community groups

DEPARTMENT OBJECTIVES

To provide services to the community including:

- Strategic land use planning
- Development management and advice
- Community and social planning
- Economic development and business support
- Building control and built environment management
- Public Health management
- Environmental management
- Parking management.
- Waste management.
- Animal control and nuisance management

POSITION OBJECTIVES

To provide effective compliance and regulatory management services to the Gunnedah Community under the legislation administered by Council.

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KEY RESPONSIBILITIES

- 1. Business Support**
To provide support and assistance in the general operation of regulatory services within the Planning and Environmental Services Directorate.
Participate in Council's 'After Hours' service, in relation to emergency response situations.
- 2. Reporting and Communication**
To provide professional advice on regulatory control and compliance matters to internal and external customers.
- 3. Strategy**
Contribute to the review of Council's policies and plans.
- 4. Animal Control**
To provide quality companion animal and stock management services and assist in the management, administration and operation of the Gunnedah Animal Handling Facility.
- 5. Regulatory and Compliance Services**
To investigate, inspect, monitor, report on, initiate and implement necessary action regarding environmental protection, public order and safety, public health, swimming pool regulation, animal control, illegal dumping and other regulatory compliance matters within the range of legislation administered by Council.
- 6. Finance**
Comply with relevant budget processes and procedures.
- 7. Workplace Health & Safety**
Comply with Workplace Health and Safety Standards in the implementation of the position objectives.

TASKS

1. Impound straying dogs, cats and other animals;
2. Maintain documentation, registers and issue relevant fines;
3. Undertake regulatory control and compliance initiatives as required by relevant legislation, including but not limited to managing footpath occupation and swimming pool barrier inspections;
4. Resolve customer requests and prepare relevant correspondence and reports;
5. Ensure reasonable care is exercised in respect of personal health and safety and that of others that may be affected by the implementation of the position objectives; and
6. Undertake any other tasks within the scope of the role.

Complaint Management

1. Coordinate negotiation of outcomes in respect of complaints.
2. Coordination and resolution of customer requests and implementation of conflict resolution procedures as required.

Legal Advice and Enforcement

1. In conjunction with the Manager Building and Environment assess the need for the service of orders relative to demolition of buildings, hazardous conditions and environmental issues.
2. Preparation of notices and orders to enforce legislative requirements associated with the position.

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Compliance and Work, Health and Safety

1. Comply with Council's Code of Conduct, WH&S management system and all relevant policies and procedures.
2. Implement, monitor and review risk management programs and procedures of specific relevance to social and community planning processes and strategies.

Records Management

1. Manage all enquiries and complaints in accordance with Council's electronic records management system (Dataworks).
2. Ensure all corporate records associated with the functions of the position are filed.

Communication

Ensure the effective dissemination of information relevant to social and community planning across the organisation; relevant stakeholders and the community including the use of Council's internet and all other appropriate channels.

Operations

Ensure the efficient management of the Gunnedah Animal Handling Facility, including carrying out daily routine checks, cleaning and feeding, and grounds maintenance.

DELEGATIONS

As provided under separate delegation instrument for the incumbent.

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CORE COMPETENCIES:

All Council employees are required to achieve and maintain an acceptable level of competence in the following areas. Assessment will be ongoing with a formal review to occur annually.

In carrying out their duties employees must at all times:

No.	Competency	Yes	No	Comment
1	Demonstrate knowledge of Council's purpose, structure, values and services.			
2	Display a customer focused attitude both internally and externally			
3	Communicate in a clear and concise manner			
4	Deliver a high quality service and seek ways to improve work processes			
5	Co-operate with other employees and assist in enhancing team morale.			
6	Demonstrate and maintain a high level of integrity and confidentiality.			
7	Actively discourage all forms of discrimination and harassment.			
8	Demonstrate an understanding of Council's Occupational Health and Safety policies and procedures and conform to all OHS requirements of the job.			
9	Seek to improve performance by gaining new skills and knowledge through training and education.			

POSITION SPECIFIC COMPETENCIES AND ACCOUNTABILITY

The incumbent will be required to have the following competencies and accountability relevant to the position:

Authority and accountability:

Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Judgement and problem solving:

Judgement is required to follow predetermined procedures where a choice between more than two options are present.

Specialist knowledge and skills:

Application of skills, including machine-operation skills, following training "on the job" or accredited external training over a number of months.

Management skills:

Some guidance/supervision may be required. May assist a coordinator/trainer with on-the-job training.

Interpersonal skills:

Skills required for exchange of information on straightforward matters.

Qualifications and experience:

Suitable experience or qualifications in a number of defined skill areas.

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PHYSICAL REQUIREMENTS OF THE JOB

The following table represents the physical environment in which jobholders will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS					
Manual tasks Hw	2	Work Indoors	2	Work on uneven ground	1
Manual tasks Lt	2	Work Outdoors	2	Extended computer use	2
Repetitive lifting	1	High temperatures	1	Colour vision	1
Trunk twisting	2	Low temperatures	1	Exposure to chemicals	1
Extended standing	1	Operate machinery	1	Depth perception	1
Extended kneeling	0	Sun protection	2	Exposure to Hepatitis	1
Extended reaching	1	Safety boots/shoes	2	Balance	1
Elevating arms above shoulder	1	Respirator	0	Fine manipulation	0
Climbing into and from excavations	1	Ear protection	1	Client home visits	2
Crawling	1	Eye protection	1	Exposure to aggression, violence	2
Shovelling/digging	1	Safety helmet	0	Exposure to alcohol/drug abuse	1
Frequent bending	1	Work at heights	0	Working alone	3
Extended sitting	2	Confined spaces	0	Working in remote/isolated areas	1
Extended walking	2	Extended vibration	0	Provision of outreach services	0
Loud noise exposure	1	Extended driving	2	Emotional/traumatic stress	2

The Rating system used is: 0 = No exposure / requirement, 1 = Low exposure / requirement, 2 = Medium exposure / requirement, 3 = High exposure / requirement.

RECRUITMENT SELECTION CRITERIA

Essential

1. Higher School Certificate or Certificate III in Animal Studies or Similar
2. WorkCover approved WHS Induction Construction Certificate (White Card)
3. Current Class C driver's licence.
4. Computer literacy with experience in MS office (Word, Excel, Access, PowerPoint) and MapInfo, or similar.
5. Demonstrated customer service skills.
6. Demonstrated communication skills.
7. Understanding of Equal Employment Opportunity standards and Workplace Health and Safety legislation.

Desirable

1. Experience in companion animal and stock handling.
2. Experience in negotiation and mediation.
3. Experience in regulatory compliance legislation.

Shire of
Gunnedah
Land of Opportunity

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OBJECTIVE	TASKS	PERFORMANCE MESURE
Complaint Resolution Support the processing and resolution of complaints	<ul style="list-style-type: none"> Negotiation of outcomes in respect of complaints. Resolve customer requests and implement conflict resolution procedures as required. 	<ul style="list-style-type: none"> Complaints resolved in accordance with legislation. Issues of concern resolved.
Regulatory and Compliance Services Apply legislative and compliance standards.	<ul style="list-style-type: none"> Contribute to the annual animal control program. Support the implementation of regulatory standards to mitigate public health and environmental standards under relevant legislation. Implement Council's compliance and enforcement policies. Coordinate annual private swimming pool inspection regime. Comply with relevant budget processes and procedure. 	<ul style="list-style-type: none"> Program completed and annual goals satisfied. Regulatory standards applied in accordance with legislation. Police requirements implemented. Private swimming pools registered and inspected annually. Ensure all income and expenditure are appropriately costed in accordance with financial protocols.
Reporting and Communication Provision of high quality communication, report writing and customer service skills	<ul style="list-style-type: none"> Maintain high level customer service focus with a multi-disciplinary team. Ensure reporting to Manager is timely and accurate. Written communication shall be well researched, clearly delivered and with well-defined recommendations or directions. Maintain a high level of communication with both internal and external customers and relevant government agencies on matters associated with the position. 	<ul style="list-style-type: none"> Focus on service, delivery and customer satisfaction. Communications delivered on time or as required. Communications of a high quality that clearly address the matters of interest with clear directions. Demonstrated interaction with internal and external customers and government agencies.

NOTE THAT SIGNING THE PD INDICATES AN AGREEMENT AND ACCEPTANCE OF THE CONTENT AS AT THE DATE OF SIGNING.

POSITION
INCUMBENTS NAME _____ **SIGNATURE** _____
DATE _____

SUPERVISORS
NAME _____ **SIGNATURE** _____
DATE _____

MANAGERS NAME _____ **SIGNATURE** _____
DATE _____

HR ACTION