



POSITION DESCRIPTION

Position Title	Regulatory Support Officer	
Directorate	Development and Recreation	
Service	Regulatory Services	
Responsible to	Team Leader Regulatory Support	
Position Supervises	Nil	
Position No.	TBA	
Status and Hours	Full time position	
Hours	Based on a 35 hour week	
Salary Point	19 to 31	Band/Level: 2/1
Pre-employment Checks	Police Checks	
Date reviewed: May 2022	Reviewed by: Senior Manager Regulatory Services	

POSITION PURPOSE

Reporting to the Team Leader Regulatory Support, you are expected to:

- Support the Manager to achieve the Strategic Community & Operation Plan deliverables
- Undertake regulatory support work for the Environmental Health & Building Regulation and Building Certification or the Parking and Rangers service units to enable the efficient running of the service units
- Undertake all work in a manner that is consistent with legislation and in the public interest

In undertaking the above functions, the position holder is to ensure the 'Key Duties, Accountabilities & Responsibilities' detailed below are undertaken and achieved.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria:

1. High level computer literacy and knowledge – All Microsoft Software, including but not limited to Microsoft Word (all word processing functions), Excel Spreadsheets, with the ability to update custom registers, data bases and Corporate Systems.
2. A demonstrated ability to draft letters, reports, promotional materials, and other documents that are logical, concise, grammatically correct and in plain English. The ability to manage and execute large mail merges.
3. Demonstrated knowledge, skills and experience in order to provide high level administrative support to service units undertaking regulatory investigations and audits
4. High level communication, mediation and negotiation skills
5. Ability to provide a high level of customer service
6. Ability to work within a busy office environment with competing interests
7. Ability to meet strict deadlines
8. Ability to undertake tasks associated with invoicing, debt collection, overpayments, purchase requisitions, audits for funds incorrectly allocated and system updates for amended fees and charges for the service unit
9. Ability to undertake tasks associated with State Debt Recovery Office (SDRO) and Court Attendance Notices
10. High level records management knowledge and skills
11. Demonstrated behaviour consistent with Council's Values of Flexibility, Integrity, Respect & the Spirit of Team
12. Knowledge and understanding with a commitment to implement EEO, Ethical Practice & WH&S principles.

Desirable

1. Experience working for Local Government.
2. Understanding of the complexity of Local Government, in particular the social, political and legal frameworks within which it operates
3. Understanding of, or experience with the Australian Business Excellence framework or similar

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

General

- Ensure that Council provides best practice Regulatory Support services including:
 - To provide support to technical staff
 - Update system templates and forms
 - Update registers and databases the service units are responsible for
 - Undertaking invoicing, debt collection, overpayments, purchase requisitions, audits for funds incorrectly allocated and system updates for amended fees and charges for the service units
 - Process SDRO inquiries for fines issued by the service unit
 - Process incoming Court Attendance Notices
 - Undertaking mail out processes for the service units (e.g. NPO's, Orders, Fines, Letters, Reminders, General Correspondence etc.) ensuring 'service' requirements are met and that all documents have been scanned and saved in Council's Electronic Records Management System
 - Ensure all investigation files and approvals issued are saved in Council's Electronic Records Management System
 - Answer telephone inquiries relating to the service unit and seek out information to respond accurately as appropriate
 - Assist in process for booking of inspections
 - If working in the Health and Building Service area update corporate systems with relevant detail for all Certificates issued (Fire Safety, Construction, Occupation, Complying Development etc.) for both Council and Private Certifiers
 - If working in the Rangers & Parking service unit undertake DRIVES search functions and data entry into the Companion Animal Register
 - Collect files and other documents from Records Department and other officers for staff when requested
 - Assist other regulatory support officers when requested (to evenly distribute the workload)
 - Provide assistance to the Manager for general administrative tasks
 - Enter customer requests into Council's Customer Request Management System
 - Manage processes associated with timesheets, overtime forms etc. for authorised by relevant Council delegate and submission to Payroll
 - Undertake ASIC Company and Title Searches for teams
 - Process Notices and Orders Certificates under the Environmental Planning & Assessment Act 1979 and the Local Government Act 1993
 - When directed update / develop procedures for specific tasks performed including the implementation of the new computer system
 - Maintain stock and equipment levels including processing uniform orders, stationary etc.
 - Maintain Equipment and Uniform Registers
 - Organise servicing of equipment for the service units
 - Take minutes of meetings as directed by Manager
 - Other duties as directed by the Team Leader

Communication

- Ensure you maintain high level communication, mediation and negotiation skills in particular:
 - Liaise with other staff and teams to establish effective working relations and find integrated solutions to issues
 - Successfully present a reasoned and logical argument on all investigations, advice provided and courses of action / no action taken
 - Attend and actively participate in team meetings
 - Attend and actively participate in one-on-one meetings with your supervisor
 - Attend and actively participate in performance reviews
 - Attendance at Council, Industry, Committee or Community meetings as required by the Manager is undertaken

Customer Service

- Develop and personally maintain a strong customer service focus in all dealings with internal and external customers
- Ensure that enquiries and complaints are dealt with according Council's policy and guidelines

Operational Effectiveness and Process Improvement

- Continuously review processes and procedures and make recommendations to improve Council's performance

Teamwork

- Ensure completion of all required duties within scheduled time frames
- Develop skills to permit coverage of all team functions, especially during periods of staff absence
- Ensure a workplace that is free of discrimination, harassment and bullying behaviours and where conflict is resolved productively
- Participate performance reviews in accordance with Council's policy and guidelines
- Participate in the development, implementation, review and maintenance of systems and procedures
- Ensure that the Team Leader is informed of any issue which may affect staff, the community and/ or service delivery
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas

AUTHORITY TO ACT:

The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, delegations, corporate policies and procedures.

KEY RELATIONSHIPS:

Internal: Key internal contact include development assessments, environmental services, planning services, citizen services records, IT, administrative services employee services, finance, community services, legal services and Council's Management Team

External: Ongoing external contacts include State Government agencies , professional associations, special interest groups, other Councils, citizens, citizen organisations, Commercial and industrial landholders and occupiers

**WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT
EMPLOYEES WITH NO STAFF REPORTING TO THEM AND/OR NO MAJOR PROJECT
RESPONSIBILITY**

LEVEL 6

Level 6 staff are required to perform their duties in accordance with their job description and safe working practices. It is the responsibility of each staff member to ensure that they comply with Work Health & Safety legislation as well as Council policies, procedures and safe work practices and that their actions do not subject any person to risk. The responsibility of this position requires:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all work is performed in accordance with requirements of the Health and Safety policy, procedure and legislation 	<ul style="list-style-type: none"> Conformance to WH&S policy and procedures Knowledge of, and use of Safe Work Method Statement (SWMS) and Standard operating procedures
<ul style="list-style-type: none"> Taking reasonable care for their own Health and Safety as well as that of others 	<ul style="list-style-type: none"> Use of SWMS and Standard operating procedures
<ul style="list-style-type: none"> Having an understanding of the Health and Safety requirements associated with their employment 	<ul style="list-style-type: none"> Training records
<ul style="list-style-type: none"> Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisor Ensure all potential or actual areas of danger within the workplace are immediately made safe, repaired and reported to the appropriate person/s as soon as possible; 	<ul style="list-style-type: none"> Hazard identification reports Workplace inspection reports
<ul style="list-style-type: none"> Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards. 	<ul style="list-style-type: none"> PPE maintenance records Knowledge and use of Standard operating procedures
<ul style="list-style-type: none"> Working in accordance with relevant competency standards 	<ul style="list-style-type: none"> Training records. Supervisor site inspection records
<ul style="list-style-type: none"> Knowledge of WH&S and related legislation within scope of job description 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the
Regulatory Support Officer as detailed in this document.

Signature:

Date: / /