



POSITION DESCRIPTION

Our Values



Position title:	Senior Law Enforcement Officer/Ranger
Position code:	2947
Section:	COO - Shared Services, Chief Operating Office
Position reports to:	Law Enforcement Coordinator
Band and Level:	2/2
Salary grade:	13
Staff management:	Yes
Budget responsibility:	Yes

Primary function of the role:

Reporting to the Law Enforcement Coordinator. The Senior Ranger works within Council's Law Enforcement Section and assists the Law Enforcement Coordinator with day-to-day supervision and operations of the Rangers team in line with Council's procedures, policies, and legislative requirements. This Position also relieves as the Law Enforcement Coordinator when periods of leave arise and provides a high level of mentorship and support to Law Enforcement staff. The Senior Ranger is an authorised officer pertaining to relevant Council policies and procedures and regulations under the Local Government Act 1993, Public Spaces (unattended Property) Act 2021, Roads Act 1993, Australian Road Rules, Companion Animals Act 1998, and Protection of the Environment Operations Act 1997.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Designated Person:

This position may satisfy Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- be self-motivated, proactive, observant, and aware
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility

- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

The Senior Law Enforcement Officer (Senior Ranger):

- Supervise and participate in delivery of law enforcement and security services in line with Council's policies, plans and adopted budgets. Including but not limited to;
 - Parking Control.
 - Dog Control.
 - Cattle Impounding.
 - Enforcement of regulations (abandoned vehicles, public spaces, community nuisance/amenity, environmental pollution etc).
 - Respond to customer requests.
 - City Safe program CCTV.
- Assist the Law Enforcement Coordinator with high level and complex issues.
- Provide team mentorship, training, guidance and support.
- Provide sound recommendations and advice to management.
- Promote and contribute to a positive and professional workplace culture.
- Actively contribute to innovation and ongoing improvement in Law Enforcement activities.
- Support the development, maintenance and implementation of internal operational policies, procedures, guidelines and information relating to law enforcement and security activities.
- Participate in procurement activities and contract management.
- Manage stakeholders and projects as required.
- Actively support Workplace Health and Safety Risk Assessment Hazard Prevention.
- Participate in the on-call and after-hours duties roster.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Adhere to the organisation's Work Health and Safety (WHS) policies, procedures and programs; ensure compliance with WHS regulation and legislation and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> • Deliver activities and programs in accordance with WHS policies, procedures and programs.
Best Practice and Benchmarking	Adhere to the organisation's compliance benchmarks and budget objectives. Strive for best practice standards where applicable.	<ul style="list-style-type: none"> • Deliver activities and programs in accordance with Law Enforcement benchmarks and budget objectives. • Self-manage, monitor and report on law enforcement activities as required.
Governance and Risk	Adhere to the organisation's project and risk management requirements. Conduct thorough research and evaluation to identify regulatory and compliance requirements.	<ul style="list-style-type: none"> • Complete and report on law enforcement activities and identified within scheduled/agreed timeframes. • Commitment to identifying and reducing compliance risks and resolving issues. • Ensure law enforcement risks are identified and reported to management with appropriate mitigation actions.

		<ul style="list-style-type: none"> • Undertake compliance audits/activities to identify non-conformances and compliance risks. • Provide well researched and sound recommendations/ solution when required. • Adhere to policies, legislation and guidelines.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to compliance service delivery.	<ul style="list-style-type: none"> • Provide thorough information, sound recommendations and compliance support. • Complete law enforcement tasks to ensure service delivery and minimise non-conformances. • Contribute to a positive and proactive law enforcement culture. • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.
Finance	Adheres to the organisation's procurement guidelines and policies.	<ul style="list-style-type: none"> • Budget and expenditure monitored and reported on as requested. • Contribution to compliance financial planning and forecasting.
People	<p>Participates and positively contributes to a professional, supportive and flexible team environment.</p> <p>Encourages a positive compliance culture.</p> <p>Able to be resilient and contribute to continual improvement.</p>	<ul style="list-style-type: none"> • Commitment to fostering a positive, professional, supportive and constructive team environment. • Be flexible and adaptable to the changing needs of the team /Council objectives. • Embrace continuous improvement principles and reflection to improve delivery of services.
Drive Innovation	Open and contributes to innovative solutions that optimise compliance outcomes for Council.	<ul style="list-style-type: none"> • Network with peers and other industries to identify opportunities and innovative solutions (when required). • Identify and promote/support utilisation of technology and innovative solutions (where applicable).
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> • Provide clear, concise, and accurate information. • Produce high quality and fit for purpose written documentation. • Implement high level conflict resolution and negotiation skills.

Entry Level Qualifications: Skills and Experience

Qualifications, certificates and licences

- Certificate IV in Local Government (Regulatory Services) or demonstrated experience in a related field
- General Construction Induction Card (White Card)
- Current Class C Driver's Licence
- First Aid Certificate
- Certified Identifier (Microchips) for Companion Animals
- Eligible to obtain a Firearms Permit (in accordance with the NSW Police Force Firearms Registry)
- Eligible to obtain prohibited weapons permit.

Experience, skills and knowledge

- Highly skilled in the interpretation and application of legislation but not limited to:
 - o Companion Animals Act 1998.
 - o Local Government Act 1993.

- Public Spaces (unattended Property) Act 2021.
 - Strong ability to investigate regulatory requirements and best practices and identify recommendations/solutions to address non-conformances in response to customer complaints.
 - Demonstrated ability to manage complex complaints and/or incidents.
 - Highly experienced in animal handling skills.
 - Demonstrated competence in high level written communication with the ability to prepare quality compliance reporting documentation, this can include but not limited to collection and compilation of legal evidence, external correspondence, quality assurance documentation, compliance reports.
 - Demonstrated competence relating to parking regulations (Australian Road Rules).
 - Strong ability to investigate non-compliance and issue/pursue appropriate corrective and enforcement action in accordance with the relevant Acts and Council policies.
 - Demonstrated knowledge of the Infringement Management Process System.
 - Demonstrated competence to work in a team environment, prioritise workloads and work unsupervised.
 - Strong oral communication skills and an ability to communicate effectively in conflict situations and manage these dealings.
 - Demonstrated ability to resolve issues and conflict.
 - Demonstrated computer literacy and competence in Microsoft Office suite of applications.
 - Demonstrated commitment to ethics, probity and transparency in decision making.
 - Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.
 - Strong level of knowledge of CCTV in public spaces and associated privacy requirements.
 - Strong understanding of relevant legislation or demonstrated ability to rapidly acquire knowledge and interpretations from relevant legislation and policies.
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