

PATROL OFFICER – CIVIL WORKS

Position Description



Position number: 3748

Classification: Band 5

EA: Moreland City Council Enterprise Agreement

Department: City Futures

Branch: City Change

Unit: Sustainable Built Environment

Reports to: Team Leader Development Engineering

Supervises: N/A

Approved by: Manager City Change

Organisational values:



Date Created: July 2021

Date Modified:

Date Approved:

Date Printed:

Position objectives

The objective of the Development Engineering Team is to assess new developments and works in roads ('roads' include footpaths and nature strips) to minimise impacts on the community and Council assets.

The objective of this position is to:

- Ensure that persons and/or corporations undertaking works within road reserves comply with the Road Management Act 2004, the Road Safety Act 1986 and the Local Government Act 1989 and 2020 and the respective subordinate legislation.
- Enforce failures to follow the above legislation.
- Issue permits relevant to Council's Development Engineering Team.
- Educate works managers and infrastructure managers on the above legislation.
- Provide excellence in customer service to internal and external customers.

Key responsibility areas

Under the direction of the Team Leader Development Engineering:

- Investigate, enforce and prosecute breaches of the Road Management Act 2004 and subordinate legislation particularly persons or corporations who have:
 - Not notified Council before undertaking works within the road reserve;
 - Not notified Council that works in the road reserve are complete.
- Investigate, enforce and prosecute persons or corporations against breaches of:
 - Road Safety Act 1986 (Section 99A) and relevant subordinate legislation;
 - Local Government Act (1989 and 2020) and subordinate legislation.
- Use Council's database to identify worksites, conduct patrols and inspect sites.
- Issue infringements, statutory notices and notices-to-comply in a fair and just manner to persons or corporations found offending any relevant legislation.
- Prepare legal briefs for Court.
- Appear in Court and provide evidence on behalf of Council.
- Ensure time compliance outcomes.
- Register all correspondence and other records into Council's database.
- Keep all parties (complainants, management and respondents) informed of progress, investigations, and actions.
- Educate customers by providing accurate and effective advice and information in regard to breaches of the above legislation.
- Investigate customer service requests and give prompt feedback to customers.
- Assess and approve applications under legislation relevant to the Development Engineering Team.
- Behave in a professional and ethical manner.
- Promote a positive image of the council through professional standards of personal presentation.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Support the team to undertake other duties as directed.

Organisational relationships

Internal Relationships	Intra-departmental and inter-departmental liaisons with staff of various branches including: <ul style="list-style-type: none">- City Change Branch;- City Services Branch;- Amenity & Compliance Branch
External Relationships	A range of external contacts, including but not limited to: <ul style="list-style-type: none">- Works Managers / representatives of construction sites;- Utilities;- Customers;- Government Agencies- Council-engaged lawyers;- Courts

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5)

1. Accountability and Extent of Authority:

- The Patrol Officer's freedom to act is governed by clear objectives and close supervision, with frequent prior consultation with the Team Leader Development Engineering and where appropriate more senior staff and a regular reporting mechanism. The effect of decisions and actions taken may be significant, but the decisions or actions are always subject to appeal or review by more senior employees.
- Authority to Investigate, enforce and prosecute breaches of:
 - Road Management Act 2004 in relation to works within roads.
 - Road Safety Act 1986 and subordinate legislation relevant to works within roads;
 - Local Government Act (both 1989 and 2020 versions) and subordinate legislation relevant to Development Engineering Team.
- Issue Infringement Notices, Statutory Notices and Notices to Comply under the responsibility of the Branch.
- Act within the limits of delegated authority as an Authorised Officer of Council and represent Council and present a positive image in internal matters and out in the community.
- Accountable for the delivery of timely, well researched, accurate and effective specialist advice and information to the community and organisations.
- Accountable for ensuring a high standard of customer service and satisfaction including dealing with and solving problems in a professional manner.

2. Judgement and Decision Making:

- The Patrol Officer is to exercise independent judgement and select a course of action from a range of available alternatives following documented processes and procedures.
- Duties may involve problem-solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience. Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some initiative is required.
- Ability to apply discretion in decision making to ensure effective delivery of outputs.
- Ability to accurately judge issues to be escalated.
- Guidance and advice would usually be available within the time required to make a decision.

3. Specialist Knowledge and Skills:

- Demonstrated knowledge and understanding of the Road Management Act 2004, specifically:
 - (i)Section 63(1);
 - (ii)Schedule 7, particularly Clause 13;
 - (iii)Schedule 8, specifically rows 5 & 6 dealing with items (i) & (ii) above;and the Road Safety Act 1986 – specifically Section 99A (1) to (4).
- Ability to interpret regulations and an understanding of the underlying principles involved as distinct from Councils processes, procedures and practices.
- Experience in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking, the preparation of standard legal documents including; infringement notices, statutory notices, notices-to-comply and presentation in Court.
- Well-developed investigative and case management skills, with a demonstrated commitment to time compliance outcomes.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Proficient computer skills (i.e. Microsoft Office suite of applications) and working knowledge of Council's operating systems (e.g. Content Manager/ Graphical Information Systems (GIS), Pathway,) hand held electronic devices and other office equipment.
- Construction industry white card.

4. Management skills:

- Ability to manage time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to keep all parties (complainants, management, and respondents) informed of progress, investigations, and actions at all times.
- Administrative and organisation skills to effectively and efficiently manage a varied and demanding caseload in a customer responsive manner in a changing environment maintaining a high standard of output.

5. Interpersonal Skills:

- Well-developed verbal communication skills with the ability to gain cooperation and assistance from people with diverse backgrounds and cultures in the administration of identified breaches of the relevant Acts.
- Well-developed written communication skills with the ability to prepare standard legal documents and write reports and prepare external correspondence.
- Demonstrated customer service skills with an ability to gain timely legislative compliance through a range of strategies i.e. education
- Ability to engage with internal and external stakeholders to collaborate to solve problems.
- Ability to positively deal with difficult situations and resolve conflict in a professional manner and present a positive Council image both in person and over the telephone.
- Experience in a high-pressure customer service environment.
- Ability to work independently and within a team environment.

6. Qualifications and Experience:

- Tertiary qualification i.e. such as Certificate IV in Government (Statutory Compliance) or similar with relevant work experience or lesser formal qualifications with relevant work skills and experience in justice administration, public administration, law enforcement, customer service or other related fields.
- Experience in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking, the preparation of standard legal documents and presentation in Court.
- Construction industry white card.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	(X)	()	()
-below 10kgs	()	(X)	()	()
Manual handling frequency	()	(X)	()	()
Repetitive manual work	()	()	(X)	()
Repetitive bending/twisting	()	()	(X)	()
Working with arms above head	()	()	()	(X)
Lifting above shoulder height	()	()	()	(X)
Using hand tools – vibration/powered	()	()	()	(X)
Operating precision machinery	()	()	()	(X)
Close inspection work	()	()	()	(X)
Wearing hearing protection	()	()	()	(X)
Wearing eye protection	()	()	(X)	()
Working in dusty conditions	()	()	(X)	()
Working in wet/slippy conditions	()	()	(X)	()
Wearing Gumboots	()	()	()	(X)
Wearing safety shoes/boots (steel cap)	()	(X)	()	()
Working with chemicals/solvents/ detergents	()	()	()	(X)
Washing hands with soap (hygiene)	()	()	(X)	()
Working at heights	()	()	()	(X)
Working in confined spaces	()	()	()	(X)
Working in chillers (+4 degrees C)	()	()	()	(X)
Performing clerical duties	()	()	(X)	()
Working on a keyboard	()	()	(X)	()
Driving cars and/or trucks	()	(X)	()	()
Other (please specify)	()	()	()	()

Other special features (e.g. nature of chemicals, travelling requirements, etc): _____

8. Key Selection Criteria

- Tertiary qualification i.e. Certificate IV in Government (Statutory Compliance) or similar with relevant work experience or lesser formal qualifications with relevant work skills and experience in justice administration, public administration, law enforcement, customer service or other related fields.
- Knowledge of the Road Management Act 2004, specifically:
 - (i) Section 63(1);
 - (ii) Schedule 7, particularly Clause 13;
 - (iii) Schedule 8, specifically rows 5 & 6 dealing with items (i) & (ii) above;and the Road Safety Act 1986, specifically Section 99A (1) to (4).
- Experience in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking, the preparation of standard legal documents including; infringement notices, statutory notices, notices-to-comply and presentation in Court.
- Well-developed written and verbal communication skills to positively deal with difficult situations, and in the preparation of routine reports and correspondence.
- Strong time management skills with the ability to set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Excellent customer service skills with an ability to educate and gain the cooperation and assistance from people with diverse backgrounds and cultures.
- Proficient computer skills (i.e. Microsoft Office suite of applications) and working knowledge of Council's operating systems (e.g. Content Manager/ Graphical Information Systems (GIS), Pathway,) hand held electronic devices and other office equipment.
- Construction industry white card.