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# Community Safety Officer



## Position description

May 2020

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Northern Grampians Shire Council  
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### CONTACT US

-  [ngshire@ngshire.vic.gov.au](mailto:ngshire@ngshire.vic.gov.au)
-  [www.ngshire.vic.gov.au](http://www.ngshire.vic.gov.au)
-  (03) 5358 8700
-  PO Box 580 Stawell VIC 3380

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**Position description**

<b>Position title</b>	Community Safety Officer
<b>Classification</b>	Band 4
<b>Directorate</b>	Infrastructure
<b>Department</b>	Regulatory Services
<b>Establishment Number</b>	ISRG05, ISRG06, ISRG17

**Our organisation**

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

**Position objectives**

This position is responsible for engaging with members of the community to ensure a peaceful and safe environment for all residents and visitors by effectively administering and enforcing a broad range of regulatory functions in the areas of Municipal Fire Prevention, animal control, local laws and parking control.

**Key responsibility areas**

- Ensure that Council’s statutory obligations under any Act, Regulation or Local Law for which the team is responsible are carried out in a courteous and efficient manner.
- Ensure Council’s Service Standards are met, customers requests are handled efficiently in a knowledgeable, confidential and timely manner ensuring delivery is responsive. Provide information, assistance and education to the community, handle customer complaints and provide responses on a range of regulatory functions in the areas of Fire Prevention, animal control, local laws and parking control.
- Regularly conduct inspections and investigations and keep accurate and detailed notes in relation to potential breaches of legislation and Local Laws in accordance with the appropriate Acts, Regulations, and Council policies.
- Formulate concise and accurate documentation relating to investigations and where required assist in the preparation of documentation for court proceedings.
- Ensure animals are impounded and seized when required and support the proper and effective operation of Council’s pound facilities including: cleaning, feeding, hygiene, receiving and releasing of impounded animals.
- Work closely with local vets and rescue groups in relation to the rehousing and destruction of impounded animals as required.

- Write, issue and manage all notices, infringements and summonses when enforcement action is required and ensure their preparation, issuing and follow up is completed following prescribed procedures and legislation.
- Review, inspect and enforce all permits applicable to the functions of Local Laws, parking, animal control and other applicable regulatory services.
- Ensure parking regulations are monitored and enforced to maintain optimum flow of vehicles along streets and roads. Participate in the review and initiate replacement signage installation as required.
- Control the placement of signs and goods on footpaths, issue permits and ensure the collection of annual fees for footways.
- Assist with the identification of new and review of existing local laws and associated procedures to ensure continuous improvement and improved community living.
- Undertake Council's strategic fire inspections to identify fire hazards and participate in the issuing of fire notices and the enforcement of issues.
- Perform, as directed, other duties that are within the limits of the incumbent's skill, competence and training.
- Regular rostering to support council's after hours service.

## Corporate responsibilities

All staff will:

- Ensure that Council's Code of Conduct is adhered to at all times.
- Adhere to Council's OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- Ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation.
- Ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time.
- Ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames.

## Organisational relationship

Reports to	Team Leader Community Safety
External relationships	General public, local vets, Victoria Police, CFA, RSPCA, EPA, Department of Economic Development Jobs Transport & Resources (DEDJTR) , Department of Environment Land Water & Planning (DELWP), other government departments
Internal relationships	All Council employees

## Accountability and extent of authority

This position is accountable for:

- Ensuring all Standards, Regulations, Acts and quality standards relating to the service unit are adhered to in the provisions of the highest quality efficient and effective service.
- The safety and security of the assets being managed under their control.
- Maintaining accurate and up to date records in a timely manner.
- Ensure client confidentiality and security of information as per Privacy Legislation.
- Preparation and dissemination of accurate information relating to local laws activities.
- Ensuring the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner.

- Reporting any issues which are unable to be resolved in the workplace to the Coordinator Environment and Community Safety.

This position has the authority to:

- Respond to and action customer requests and works under the general supervision of the Team Leader Community Safety
- Exercise powers, duties and functions in accordance with the instruments of delegation.
- Undertake the duties of an Authorised Officer of Council appointed pursuant to the provisions of section 224(1) of the *Local Government Act 1989*, and administer any provision of any Act, Regulation or Local Law relating to the functions of Council as directed.
- Undertake the delegated responsibilities under the *Domestic Animals Act 1994*, *Impounding of Livestock Act 1994*, *Prevention of Cruelty to Animals Act 1986*, *Feral & Nuisance Animals Act 1994*, *Country Fire Authority Act 1958*, and other relevant legislation, regulations and codes of practice.
- Undertake the duties of an Authorised Officer under the *Marine Act 1988*, in relation to the operation of vessels and associated marine activities on the surface of waterways controlled by Council.
- Undertake the duties of an Authorised Officer pursuant to the provisions of the *Environmental Protection Act 1970, Part VIIA – Litter*.

### **Judgement and decision making**

- Judgement is exercised within the legislative requirements, framework of policies, established administrative practices and departmental procedures but initiative is required to determine effective task completion.
- The incumbent is expected to exercise discretion in relation to customer queries and day to day operations and is required to plan their own work within given guidelines and will determine process and procedural requirements on a daily basis.
- Ensure balanced judgement is shown in all decision making processes and that emphasis is given to the sensitive nature of issues.
- Well developed skills in identifying a range of options for consideration together with the ability to develop solutions based on established procedures, theory or precedence.
- Guidance and advice from the Coordinator Environment and Community Safety and other senior staff is always available.

### **Specialist skills and knowledge**

- Ability to enforce appropriate legislation and have a good knowledge of infringement procedures.
- Thorough understanding of all relevant Council Local Laws and all other relevant Acts and Regulations.
- Considerable skills and knowledge in animal handling.

### **Management skills**

- The ability to respond to requests in an effective and timely manner, within a busy environment.
- The ability to maintain good customer relations and ensure tasks are completed in line with reporting requirements.
- Attention to detail and the ability to accurately enter and retrieve data from a computer system in order to process customer requests.
- Time management skills and the ability to set priorities and organise work to meet the needs of internal and external customers.
- Ability to assist other employees by providing guidance, advice and on-the-job training on routine technical, procedural or administrative matters.

### **Interpersonal skills**

- Ability to effectively communicate with customers and employees to provide information and maintain good customer relations.

- Ability to gain cooperation and assistance from clients, members of the public and employees to solve problems through discussion.
- Ability to understand rights and needs of the public and exercise common sense in making decisions.
- Ability to listen and respond to enquiries.
- Ability to maintain confidentiality.

### Qualifications and experience

- Certificate IV in Local Government (Statutory Compliance) and/or Certificate IV in Animal Management.
- Relevant practical experience in a similar role.
- Local government experience and knowledge of relevant legislation desirable.

### Selection criteria

1. Certificate IV in Local Government (Statutory Compliance) and/or Certificate IV in Animal Management and relevant practical experience in a similar role.
2. Demonstrated ability to effectively communicate with customers and staff to provide information and maintain good customer relations.
3. Demonstrated ability to apply the appropriate legislation, follow regulatory processes and keep accurate records.
4. Demonstrated time management skill, including the ability to set priorities and organise work to meet the needs of internal and external customers.
5. Ability to participate in the after hours service requirements.

### Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8 - 2018* and Northern Grampians Shire Council policies and procedures.

**Qualifying period** - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months.

**Driving licence** – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

**Medical examination** - This role is required to undertake a satisfactory pre-employment medical examination at Council's expense.

**Working with Children Check** - The incumbent must hold a current Working with Children Check.

**Police Check** - All appointments are subject to a satisfactory National Police Record Check.

**On call availability** – This position will be required to participate in Council's after hours availability roster for Local Laws and Emergency Management.

**Workcover arrangements** - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

### Document review

Date Approved/reviewed

May 2020

Prepared by

Manager Regulatory Services

Approved by

Manager People and Culture

Employee Signature

[acceptance\_status]

[acceptance\_date]

[candidate\_name]