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| **TITLE:** | Compliance Officer (Ranger) |
| **CLASSIFICATION:** | Up to Band 2 Level 3 |
| **REPORTS TO:** | Manager Building & Environment |
| **FUNCTIONS:** | Animal control and local law compliance |
| **DATE REVIEWED:** | August 2021 |

**This is not a static document. Management reserves the right to review and amend this position description in consultation with the position holder from time to time as the need arises.**

## JOB SUMMARY

Deliver high quality customer service, compliance, and enforcement services to ensure the amenity of Cobar Shire is maintained by identifying and rectifying issues pertaining to the environment, littering & water pollution, footpath & road obstructions, parks & reserves, building sites, parking and traffic control and companion animals.

Promote responsible animal ownership and voluntary compliance through proactive, quality customer service and applying relevant legislation, policies, and procedures in relation to animal control when breaches occur.

Investigate suspected and reported compliance breaches, then undertake the efficient enforcement of Council local laws and Statutory Government Acts, including the documentation for legal action.

## COUNCIL’S CORE VALUES

Council staff are committed to delivering value to our community by aligning to our core values of Accountability, Communication, Effective Leadership, Integrity and Teamwork. The abbreviated mantra "**ACE IT**" represents who we are as an organisation, these core values are the guiding principles for how we carry out our duties and interact with our community.



## ORGANISATIONAL RELATIONSHIPS

## SPECIFIC ACCOUNTABILITIES

### **COMPLIANCE**

* + Seize and impound dogs, cats and other animals in accordance with legislation and local procedures, maintain the pound including the provision of sustenance for seized animals and release and/or arrange for euthanasia of animals.
  + Conduct investigations into animal attacks, cruelty, nuisance complaints, barking dogs, and roaming animals.
  + Ensure compliance with regulatory requirements, including domestic animal businesses, cat trapping and door knocking programs for unregistered animals.
  + Undertake foot and vehicle patrols, inspections, and investigations to ensure bush fire, animal control, parking control, abandoned and off-road vehicles, verge hazards, unauthorised disposal of litter, and advertising signs are enforced.
  + Preparation, administering, and processing briefs of evidence as well as giving evidence when required in relation to all matters arising from enforcement action which are subject to legal proceedings.
  + Make appropriate arrangements to clean up any unauthorised disposal of litter.
  + Carry out the duties of an authorised officer for the purposes of the Local Government Act 1993, the Impounding Act 1993, Companion Animal Act, and associated regulations.
  + Ensure strict confidentiality is maintained at all times.
  + Assist other officers within the department as and where required or directed, including relief and/or back up for other supervisors.
  + Review expenditures monthly for all programs and more frequently for critical projects and make necessary adjustments in consultation with the Manager.
  + Ensure that financial reports, estimates and other relevant documents are prepared accurately and within agreed time constraints.

### **WORK, HEALTH AND SAFETY**

* + In conjunction with senior staff, minimise Council’s liability to litigation by implementing safe work practices, reviewing and implementing regular inspection programmes and effective maintenance work practices, ensuring adherence to safe work practices/standards and ensuring public safety on roads, streets and public places, within budget limitations and compliance with work health and safety legislation, and reporting any non-compliance to management.
  + Ensure all appropriate actions are taken to implement Council’s work health and safety policy and procedures to satisfy legislative requirements by promoting the policies and procedures in the workplace.
  + Ensure regular monitoring of work health and safety performance in area of responsibility by conducting workplace inspections, holding regular team meetings and utilising hazard reporting processes.
  + Undertake accident/incident investigations as required, as well as regular inspections to assist in the identification of hazards by developing a schedule of inspections and implementing them.
  + Report all injuries and/or incidents immediately via Council’s online reporting system.
  + Report any potential public liability and professional indemnity exposures in your workplace.

### **General**

* + Maintain Council's high customer service standards through the prompt and courteous response and attendance to inquiries and written correspondence.
  + Deliver the accountabilities and meet project milestones, performance targets, and service levels within your role.
  + Comply with Council’s plans, policies, and procedures relevant to the role.
  + Ensure accurate records are maintained in Council’s corporate records management system as appropriate.
  + Ensure timely attention to and reporting of matters requiring corrective action.
  + Actively liaise with other Council staff, work collaboratively with other departments across the organisation, and contribute to a positive workplace culture.
  + Exhibit Council’s core values in all that you do and say, demonstrating behaviours that are above the line and setting a good example that inspires staff around you to do the same.
  + Any other duties reasonably requested by Council within the skillset of the job holder.

## SELECTION CRITERIA

### **Essential Criteria**

* Tertiary qualifications at AQF Level 4 in Regulatory Services or equivalent and/or extensive working experience in a similar compliance role
* Demonstrated knowledge, understanding and experience of the Infringement system, associated court functions, relevant sections of the Local Government Act, and other related legislation
* Well-developed organisational skills with the ability and willingness to adapt within an environment of fluctuating workloads and changing priorities in order to meet operational outcomes and deadlines.
* Strong customer service focus with proven capability to deliver high quality, professional services to internal and external stakeholders and demonstrated tact and diplomacy when dealing with difficult customer situations.
* Proven high level attention to detail and accuracy, with the demonstrated ability to research, think analytically and plan work with proven problem-solving skills to develop potential options and recommendations for resolutions
* Demonstrated maturity and discretion when dealing with sensitive information and a high level of professional judgement when dealing with matters requiring political and commercial confidentiality.
* Strong verbal and written communication skills, including the ability to effectively communicate, negotiate and resolve conflict with a wide range of stakeholders
* Sound computer literacy skills across Microsoft Office applications
* Knowledge of and commitment to the principles of workplace health and safety (WHS)
* Class C Licence

### **Desirable Criteria**

* Previous experience and formal qualifications in animal handling
* Previous Local Government experience and knowledge
* Class HR Licence
* WHS Induction for Construction (white card)

## CONDITIONS OF EMPLOYMENT

### **SALARY**

The position has been evaluated as being in the range up to Band 2 Level 3 in accordance with the NSW Local Government (State) Award.

### **Hours**

Operational staff work a 38-hour week. The spread of hours are worked over a 9-day period, Monday to Sunday. The current standard working hours are 7.00am – 4.00pm, with a 30-minute unpaid lunch break (8.5 hours each day). However, these standard working hours may change in accordance with operational requirements.

This role will be required to be available for a reasonable amount of overtime and be on-call to respond to emergency situations out of normal work hours.

### **PRE-EMPLOYMENT SCREENING**

Prior to commencement with Council it may be necessary to undergo the following pre-employment screening (at Council’s expense):

* Medical examination (which includes drug and alcohol testing)
* Reference checking with previous employers
* National Police Check

### **EMPLOYEE ACCEPTANCE**

This section verifies that the position holder has read the above position description and accepts the role and associated responsibilities contained within this document. The position holder agrees to work cooperatively under Council’s policies and procedures including work health and safety, equal employment opportunity and code of conduct.

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| **NAME** |  | | |
| **SIGNATURE** |  | **DATE** |  |