

## Position Description

### Compliance Officer

<b>Position Title</b>	Compliance Officer	<b>Role ID</b>	DACOM6
<b>Division</b>	Planning and Regulation	<b>Unit</b>	Development Assessment and Compliance
<b>Job Grade</b>	6	<b>Award</b>	35
<b>Reports To</b>	Manager Development Assessment and Compliance		
<b>Revised/Created</b>	August 2020 – Template updated January 2023 – Qualification and primary objective updated		

### Primary Objective

- To undertake compliance action on behalf of Council in relation to development and building matters including the investigation of complaints
- To obtain and present evidence in relation to legal proceedings on behalf of Council in the Local Court and the Land and Environment Court to ensure compliance with the relevant legislation.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### PLANNING AND REGULATION DIVISION

The Planning and Regulation Division provides services related to planning and development control, building control, regulatory control, public health and safety issues, environment and health management throughout the Tweed Shire.

#### Development Assessment and Compliance Unit

The Development Assessment and Compliance Unit's main functions are:

- Receive, record, process, assess and make decisions/recommendations on development applications, amendments to development applications and strata certificate applications promptly and efficiently and in accordance with relevant legislation.
- To respond to general town planning enquiries including searches relating to dwelling house entitlements and past development consents.
- The processing of certificates under Section 149 of the Environmental Planning and Assessment Act, 1979 (as amended).
- Monitor compliance with development consent conditions and to respond and resolve complaints relating unauthorised land uses.

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The work environment is busy, has competing demands and requires well developed time management skills.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

### The Position

The position carries out compliance action in relation to development and building matters. It is essential that the incumbent possess a thorough knowledge and understanding of the NSW Environmental Planning and Assessment Act and Regulation. The position requires exemplary customer service skills. The position has a particular responsibility for resolving complaints regarding compliance matters.

The role requires a proactive enthusiastic person who has the ability to undertake allocated tasks with agreed deadlines. The incumbent should possess organisational and time management skills. A commitment to quality customer service is required to ensure that service delivery targets are met.

This position uses Council's Record Management system to comply with organisational and legislative record keeping requirements.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

### The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Administration	<ul style="list-style-type: none"><li>• Utilise Council's record management system, CI, CRM and Weave to formally investigate and document complaints about unauthorized development, land uses and building including statutory breaches.</li><li>• Prepare written reports and correspondence.</li><li>• Collate and record information.</li></ul>
2. Assessment	<ul style="list-style-type: none"><li>• Inspect, identify, investigate and document matters of non-compliance.</li><li>• Evaluate prosecution and or remedy options.</li><li>• Issue penalty infringement notices and orders.</li><li>• Obtain and present evidence in legal proceedings on behalf of Council.</li><li>• Carry out appropriate action in accordance with delegations for noncompliance with development consents and conditions and other related approvals.</li></ul>
3. Communication	<ul style="list-style-type: none"><li>• Prepare correspondence relating to complaints and enquires.</li><li>• Provide advice and conduct on site meetings.</li><li>• Anticipate and preempt customer requirements and expectations.</li><li>• Prepare briefings for Council's legal representatives.</li><li>• Brief council and management on compliance matters.</li></ul>

	<ul style="list-style-type: none"><li>• Negotiate desired outcomes which may require tact and diplomacy to justify Council's position.</li><li>• Prepare reports and recommendations to Council on compliance matters.</li><li>• Provide advice and guidance to residents, ratepayers, developers and tradespersons regarding the application of statutory codes and Council policies which regulate development and building processes within the Tweed Shire.</li></ul>
4. Customer Service	<ul style="list-style-type: none"><li>• Provide information to external customers.</li><li>• Resolve conflict in a sensitive environment.</li><li>• Interact with other staff members and the public to respond to enquiries.</li><li>• Ensure levels of service meet Council's service level protocols.</li><li>• Exchange information with Management on sensitive issues.</li><li>• Influence others in the achievement of set objectives.</li><li>• Coordinate Council's compliance actions with other government agencies.</li></ul>
5. Inspections	<ul style="list-style-type: none"><li>• Carry out inspections relating to complaints and other areas of responsibility.</li><li>• Investigate and pursue issues of illegal and or noncompliant development, land use and building activity.</li></ul>

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

#### **Health Safety and Environmental System (HSES) Responsibilities**

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol: [WHS Responsibilities, Authority and Accountabilities Protocol](#)

#### **Compliance Training Requirements**

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

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### Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure: [WHS Infection Control Standard Operating Procedure](#)

### Organisational and External Relationships

#### ***Organisational Relationships***

- Across units as required
- Councillors

#### ***External Relationships***

- Public and general community, developers, building contractors, legislative authorities, government agencies, business and community groups

### Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

### Selection Criteria

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#### **Knowledge and Competence: (to be addressed in full when making application)**

1. Diploma qualification or higher in town planning, building, environmental engineering, environmental protection, law or similar discipline or nearing completion.
2. Substantial demonstrated experience in a compliance related field.
3. Demonstrated competence in legislative interpretation.
4. Experience in the presentation of evidence including statements of evidence in relation to legal proceedings.
5. Exemplary written and oral communication skills.
6. Demonstrated ability to work unsupervised and prioritise workloads.
7. Demonstrated customer service skills including conflict resolution and negotiation skills.
8. Ability to work part of a multifunctional team.
9. Highly development use of computer systems.
10. Current Vehicle Licence – Car.

#### **Desirable:**

11. Demonstrated general knowledge of the Self Enforcing Infringement Notice System
12. Demonstrated knowledge of the NSW Environmental Planning and Assessment Act

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#### Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview. Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
<b>Relationships</b>	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	Intermediate
<b>Results</b>	
Plan and Prioritise	Intermediate
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	Intermediate