

### COMMUNITY COMPLIANCE OFFICER

<b>Award Classification</b>	Victorian Local Authorities Award 2001 – Band 5
<b>Directorate</b>	Community & Planning
<b>Reports to</b>	Manager Community Safety
<b>Supervises</b>	Nil
<b>Approved By</b>	Director Community & Planning, November 2024

### OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

### POSITION OBJECTIVES

- Operate as an “Authorised Officer” appointed by the Council in the delivery of Animal Management, Parking Compliance, Local Law Enforcement, Litter Enforcement, Fire Prevention and other duties as required.
- Assist in the Management of the Council Pound facility and be responsible for the welfare of impounded domestic animals and livestock.
- Investigate reports and concerns relating to alleged breaches of legislation, regulations and Council Local Laws in accordance with standard operating procedures and work protocols.
- Support the Municipal Fire Prevention officer in the delivery of the Councils Fire Prevention Inspection Program.
- To provide a professional and positive customer service experience to our internal and external customers.
- Carry out duties in accordance with safe work methods and practices for all activities to minimise the risk of workplace injury.
- Provide clear and effective communication to Council, management, internal staff, stakeholders and the public in matters related to improving compliance with Acts, regulations and Local Laws falling within the functions of the Community Safety Team.

### KEY RESPONSIBILITIES AND DUTIES

#### Local Laws

- Positively engage with members of the public to encourage voluntary compliance with Acts, Regulations and Local Laws.
- Assist with the processing of applications, administration and enforcement of the various Acts, Regulations and Local Laws, in a timely, efficient, and effective manner.
- Implement the processes with respect to; procedures associated with breaches of the relevant Acts, Regulations and Local Laws including Infringement systems, court summons preparation, and court attendance. Issue infringement notices when necessary and compile reports for Council and/or legal proceedings, as required, in response to any actions taken.

## POSITION DESCRIPTION

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### Animal Control

- Ensure compliance with, and enforce as necessary the Domestic Animals Act, Local Laws and Impounding of Livestock Act.
- Work within the Community Safety team to ensure that impounded animals are checked and monitored for ill health and if required, arrange the humane destruction of animals.
- Support the development, Implementation, monitoring and reporting on Council's Domestic Animal Management Plan.
- Meet customers' needs and expectations by responding to and Investigating customer reports and concerns relating to alleged breaches of the Domestic Animals Act, Local Laws, and the Impounding of Livestock Act.
- Assist with the animal registration process.
- Assist with auctions of impounded stock that have not been claimed after the required period of impoundment.
- Assist with development and implementation of strategies to ensure responsible animal ownership.
- Willingness to support occasional after-hours duties if operationally required.
- Other duties within the skills, knowledge, and competence of a position at this level and as directed by the Manager Community Safety.

### OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of their duties to prevent injury to themselves and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

### RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Enforcing all State legislation and Local Laws for which Council is responsible and for which written delegations of authority are held, including the issuing of infringement notices.
  - Providing accurate information and advice internally and externally on Local Laws, Municipal Fire Prevention and Animal Management.
  - Negotiating outcomes within the limits of legislation, Council's guidelines and policies on complaints and breaches of Local Laws, permits, statutes etc.
  - Prepare a brief of evidence for any case to be prosecuted, and attending courts, tribunals and other legal proceedings to act as an informant and witness.
  - The Compliance Officer is accountable to the Manager Community Safety or immediate Supervisor for the efficient implementation and operation of the Local Laws, Municipal Fire Protection and Animal Management duties.
  - Issue Notices to Comply, Infringements and Warning Notices whilst ensuring that Council's statutory obligations and functions are met.
  - The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.
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### JUDGEMENT AND DECISION MAKING

- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- The nature of the work is specialised with methods, procedures and processes developed from theory or precedent.
- The incumbent is required to exercise judgement to solve problems, which may at times be of a complex nature and seek guidance when required.
- The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate.
- Some originality may be required to solve new problems.
- The occupant of this position is largely autonomous in day to-day activities. Enforcement duties are conducted largely in accordance with guidelines, procedures and the instrument of delegation.
- Judgement made as to the nature of enforcement appropriate to various situations and circumstance.
- Guidance and advice is usually available within time to make a choice.

### SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.
- Understanding of Workplace Health and Safety and other legislation relating to the workplace.
- Knowledge of Local Government functions, legislation, and regulations relevant to the position.
- Developed knowledge and understanding of legislation, guidelines and work practices relating to animal control, law enforcement, fire protection and road traffic control.
- An understanding of the principles of Local Law legislation and their implementation. Proficient in the interpretation and application of relevant Acts and Regulations and Council policies.
- To maintain a current working knowledge of changes in legislation and practice in Local Laws, Animal Management, and other legislation.
- Competent in Interpreting regulations also understanding of the underlying principles involved as distinct from the practices. This includes where Compliance Officers are assigned specialist portfolios within Animal Management or Civic Compliance more broadly.
- Current knowledge of best practice techniques in animal control and restraint.
- Proficiency in the use of Personal Computers in particular database applications and MS Works applications.
- Basic animal management/husbandry skills to handle animals including dogs, cats, sheep, goats, cattle, horses, and poultry.
- Able to demonstrate self-motivation and self-discipline in work undertaken.

### MANAGEMENT SKILLS

- Ability to plan and organise own workload and in appropriate circumstances that of other employees to achieve Department objectives within set timeframes.
- An ability to record and maintain accurate information and records.
- Knowledge of the principles of Equal Employment Opportunity and ability to follow Occupational Health and Safety practices.
- Ability to plan, manage own time and workload and meet deadlines.
- Ability to participate in the development, implementation and review of plans, policies, and local laws.
- The ability to provide training to staff in all aspects of the role.

### INTERPERSONAL SKILLS

- Excellent communication, interpersonal and customer relations skills.
- Provision of quality customer service and information with the aim of all customer contacts requests to be handled in a courteous, efficient, and professional manner.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Skills in written communication to enable the preparation of routine correspondence and reports.

### QUALIFICATIONS AND EXPERIENCE

- Certificate IV in Animal Regulation and Management or an equivalent qualification in a related field, or proven experience in domestic animal management and livestock management.
- Certificate IV in Government Investigations with relevant experience or substantial experience working in a regulatory environment.
- Significant experience in conducting investigations and in the preparation of briefs of evidence.
- Demonstrated advanced application of professional or technical knowledge including relevant Regulatory Services Codes of Practice, Acts, Regulations, and knowledge acquired through relevant experience to solve complex / technical problems.
- Experience in the operation of various software packages and database including Microsoft Access, Power Point, Outlook, Word, and Excel.

### KEY SELECTION CRITERIA

#### *Essential*

- Demonstrated experience in investigations and/or a regulatory environment.
- Demonstrated experience in the handling of domestic animals and livestock.
- Knowledge of investigative, analytical and problem-solving techniques.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both externally and internally.
- Demonstrated ability to show initiative and act professionally, with discretion, integrity, and confidentiality.
- Ability to deal effectively and diplomatically with complaints & enquiries.
- Highly developed communication, interpersonal and organisational skills.
- Current Victorian Driver's License.

#### *Desirable*

- Certificate IV in Government Investigations or an equivalent qualification in a related field or be prepared to obtain same within twelve months of commencing employment.
- Certificate IV in Animal Regulation and management.
- Experience in a Local Government industry.

### TERMS AND CONDITIONS OF EMPLOYMENT

The Compliance Officer position is classified as a Band 5 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 5 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 8.15am and 5.00pm with a 45 minute lunch break, Monday to Friday. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2023. In accordance with Clause 5.1 of the Security Check Corporate Policy this position is a position with relevant inherent requirements (category 13). The initial police check conducted before commencement of employment must be renewed every 3 years. The police check will be initiated by an Authorised Officer.

## POSITION DESCRIPTION

### SIGNATURES

#### EMPLOYEE

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**Name:**

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**Signed:**

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**Date:**

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