

POSITION DESCRIPTION

COMMUNITY AND PLANNING COMPLIANCE OFFICER

Award Classification	Victorian Local Authorities Award 2001 – Band 6
Directorate	Community & Planning
Reports to	Manger Community Safety
Supervises	Nil
Approved By	Director Community & Planning October 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

- Enhance the quality of life of residents and visitors of the municipality by implementing Council’s policies and strategies and enforcing applicable State Legislation, Planning Provisions and Local Laws aimed at providing a safe and healthy environment in which to live and visit.
- Promote the image, appearance, value, and compliance of built environment of Strathbogie Shire by ensuring adherence of relevant legislation.

KEY RESPONSIBILITIES AND DUTIES

- Administer and enforce the various Acts regulations and Local Laws, in a timely, efficient and effective manner.
- Provide guidance, advice and assistance to residents, ratepayers and visitors in relation to compliance matters.
- Conduct prompt response and timely investigation into complaints received including appropriate customer feedback.
- Provide accurate correspondence on all matters relevant to the position or other matters as directed by the Manger Community Safety.
- Undertake administrative tasks associated with enforcement/compliance matters, i.e. documentation of evidence, Infringement Notices, Enforcement Orders and updating of Investigations in Councils appropriate systems.
- 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 processes with respect to; procedures associated with breaches of the relevant Acts, Regulations and Local Laws including Infringement systems, preparation of summons, and attendance at court. Issue infringement notices when necessary and compile reports for Council and/or legal proceedings, as required in response to any actions taken.
- Promote a positive public image of Council by displaying a courteous and friendly disposition during contact with the general public, stakeholders and internal departments.
- Investigation of Complaints and assessment of alleged non-compliance with the Strathbogie Shire Planning Scheme, any relevant Planning Permits and other relevant legislation, providing education to ensure compliance and initiating and following through on enforcement where required.

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- Issuing of Planning Infringement Notices as appropriate and maintaining a detailed register of notices issued.
 - Undertake proactive and reactive inspections of Development Sites to ensure Compliance with the relevant planning permit and approved plans issued under the Planning and Environment Act and the Strathbogie Shire Planning Scheme and other relevant legislation.
 - Advise, educate and be a contact point for any enquiries/communication regarding compliance with planning requirements.
 - Assist the planning department where required with phone calls or counter enquiries regarding enforcement issues.
 - Undertake interviews of alleged offenders and prepare briefs for prosecution.
 - Assist Council appointed solicitors and represent Council with prosecutions in Court or at the Victorian Civil Administrative Tribunal where necessary.
 - Advise and educate property owners and occupiers of their obligations under the provisions of legislation.
 - Assist with the annual Fire Prevention Program.
 - Undertake the enforcement of Animal Management across the municipality.
 - Support the implementation of Council's Domestic Animal Management Plan.
 - 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.
 - Attend to animals that have been impounded within Councils Pound facility ensuring that all aspects of the Code of Practice are adhered to.
 - May be required to participate in the after-hours program service that includes an on-call availability and overtime.
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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.
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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.
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
 - May be required to provide advice to clients or members of public and to provide formal input into the policy development.
 - Authorised Officer pursuant to relevant provisions of legislation and Local Laws.
 - Provide specialist advice internally and externally on Planning Compliance, Local Laws and Animal Management.
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- Authorised to issue infringement notices for breaches of relevant sections of legislation and Local Laws.
 - The Community and Planning Compliance Officer is accountable to the Manager Community Safety or immediate Supervisor for the efficient implementation and operation of the Planning and Environment Act, Local Laws, Domestic Animal Act, Infringements Act and other relevant Acts and Animal Management duties.
 - Educate members of the community regarding Planning Compliance, Local Laws and animal management issues.
 - Issue Notices to Comply, infringements and warning notices whilst ensuring that Councils 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 nature of the work is usually specialised with methods, procedures and processes developed from theory to precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the applications of these techniques to new situations.
 - 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.
 - Ability to determine appropriate action in relation to service enquiries including selecting from a range of alternative courses of actions or referring to appropriate Council Officer or community agency.
 - Ability to recognise sensitive and/or potential serious citizen service problems and deal with these in an appropriate manner.
 - The role will involve unsupervised work for periods of time, with significant matters able to be escalated to the Manager Community Safety.
 - Enforcement duties are conducted largely in accordance with guidelines, procedures and the instrument of delegation
 - Guidance and advice are usually available.
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SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the functions of the position within an 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.
 - Demonstrated knowledge and understanding of the application of the Planning and Environment Act 1987, and other relevant legislation and Local Law provisions related to Local Government Compliance.
 - 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.
 - Working knowledge of investigation and interview techniques, evidentiary requirements and enforcement options regarding legislation and Local Law & Planning Scheme provisions administered and enforced by Council's Regulatory Services Department.
 - Competent handling customer enquiries, mediating solutions and resolving conflicts. 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.
 - Maintain a current working knowledge of changes in legislation and practice in Local Laws, animal management, and other legislation.
 - Knowledge of the enforcement process including notices & orders, penalties, and a understanding of the legal process for prosecutions Current knowledge of best practice techniques in animal control and restraint.
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- Proficiency in the use of personal Computers in particular database applications and MS Works applications.
- Basic animal management/husbandry skills to handle animals including livestock and domestic animals.
- 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 in order 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.
- 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.
- Excellent written and verbal communication skills including the ability to write reports for Council and VCAT and appear as a Council representative at legal proceedings as required, including at VCAT and Magistrates Court.
- Maintain confidentiality of information and advice.
- Display and promote a positive image of Council at all times through appearance, attitude, performance of tasks and interaction with internal and external customers, particularly in difficult customer situations. Skills in written communication to enable the preparation of routine correspondence and reports.

QUALIFICATIONS AND EXPERIENCE

- A thorough knowledge of the Victorian Planning Provisions and planning system as they relate to enforcement.
- Ability to interpret the Planning and Environment Act 1987, the Planning Scheme and various applicable acts and regulations relating to planning matters and ability to enforce the relevant legislation to obtain compliance.
- Proven ability to conduct investigations, instigate appropriate enforcement actions and present evidence in a court of law.
- Completion of training course(s) in Municipal Law Enforcement with a focus on Regulatory Services, Local Laws, Litter Enforcement and Planning Enforcement is preferred.
- Demonstrated relevant experience in a regulatory environment preferably within Local Government.
- Proficient in the use of computer software such as Microsoft office and database packages.
- A current Victorian Driver's License.
- Willingness to undertake National Police Check.

POSITION DESCRIPTION

KEY SELECTION CRITERIA

Essential

- Ability to interpret the Planning and Environment Act 1987, the planning scheme and various applicable acts and regulations relating to planning matters.
- Demonstrated relevant experience in legislative enforcement, investigations and prosecutions including the ability to provide quality recommendations and resolutions.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both externally and internally.
- Highly developed communication, interpersonal and organisational skills.
- Ability to be available to undertake after hours duties when required.
- Experience in the preparation and presentation of enforcement actions before the Victorian Civil and Administrative Tribunal and/or Magistrates Court.
- Certificate IV in Government (Statutory Compliance) or substantial experience in a related field.
- Certificate IV in Animal Management or proven experience in domestic animal management and livestock.

Desirable

- Experience in Local Government.

TERMS AND CONDITIONS OF EMPLOYMENT

The Community Compliance Officer position is classified as a Band 6 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 6 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 8.45am and 5.30pm 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.

SIGNATURES

EMPLOYEE

Name:

Signed:

Date: