

Position Title	COMPLIANCE OFFICER (ANIMAL MANAGEMENT)
Department	Planning and Regulatory Services
Branch	Compliance
Section	Animal Management
Award Stream and Level	Community & Environmental Services Stream Level 1 – 4
Review Date	February 2021

Our Purpose	Together we proudly enhance the quality of life for our community.
Our Values	Underpin behaviours that support and enable us to work constructively together to achieve our purpose.

1. PRIMARY ROLE:

Provision of proficient and effective technical support in relation to community compliance, licensing and investigation to the various Branches and Sections within the Department in order to achieve Council's Corporate Plan intended outcomes, in particular those relating to the key themes of Healthy Environment and Community Life.

Contribute to the development of a strong customer service culture within the Animal Management Section in a confidential, coordinated, timely and professional manner.

2. ORGANISATIONAL STRUCTURE:

This position reports to the Coordinator Animal Management.

Our Values:



COLLABORATION



COMMUNICATION



INTEGRITY



EFFICIENCY



LEADERSHIP

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3. KEY RESPONSIBILITIES:

- 3.1 Investigate and advise on community compliance and licensing issues in accordance with adopted policies and procedures.
- 3.2 In conjunction with senior staff, compile and update procedures for branch technical practices to reflect changes to legislation and best practice within the community compliance, licensing and investigation operational areas.
- 3.3 Compilation and presentation of reports associated with Branch functions.
- 3.4 Assist staff with on-the-job training.
- 3.5 Provision of proficient and effective technical support to the various Branches and Sections within the Department in order to achieve program aims and objectives.
- 3.6 Provide telephone, site based and counter reception services in a highly customer focussed manner.
- 3.7 Process applications for permits and licences and requests in accordance with adopted policies and procedures.
- 3.8 Promote compliance with legislation and Council Laws and Regulations through various options including the presentation of education programs at public forums.
- 3.9 Inspect properties and liaise with property/animal owners with respect to the compliance of minimum standards in relation to Health and Safety.
- 3.10 Investigate alleged breaches of legislation and complaints, enforce legislative requirements in accordance with departmental procedures and policies, and prepare documentation such as notes and reports which may result from inspections or investigation of complaints in regard to breaches of appropriate legislation (providing evidence in court as required in relation to matters investigated).
- 3.11 Other Duties:
 - Perform any other duties that are reasonably within the competency, skills and training of incumbent as may be directed from time to time by the position's supervisor.
 - Provide back-up and support for other teams.

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4. CORPORATE EXPECTATIONS:

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities
 - Report any new work hazard(s) to your supervisor Undertake work only for which you are competent and skilled
 - Question any actions or decisions that you think are unsafe
 - Follow documented work instructions, control measures and procedures
 - Actively participate in all training provided
 - Correctly use and maintain PPE provided Protect yourself, your colleagues and others
 - Consider safety every day.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

5. QUALIFICATIONS:

Mandatory:

Current "C" class Driver's Licence

Desirable:

Level 1 – 4: Blue/White Card – Construction

Level 3: Certificate IV qualification in a relevant field or equivalent with significant experience.

Level 4: Diploma qualification in a relevant field or equivalent with significant experience.

5a. ADDITIONAL FACTORS:

Advancement between levels in this position is not automatic but is subject to the attainment of predetermined levels of achievement and competence. The attainment of these levels shall be by the approval of the General Manager (Planning and Regulatory Services).

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The occupant of this position may be required to work on a flexible roster requiring normal duties to be performed on Saturdays and/or Sundays.

May be required to perform after-hours work as directed.

May be required to receive vaccinations to provide appropriate protection within the position.

6. SELECTION CRITERIA – LEVEL 1:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 6.1 Sound oral and written communication skills to process administrative work, facilitate community engagement to diplomatically deal with members of the public, clients and other Council Officers.
- 6.2 Sound knowledge of operating a personal computer and other electronic devices.
- 6.3 Sound experience in Local Law enforcement and interpretation including the ability to apply laws reasonably in an outcomes and education focussed manner.
- 6.4 Sound knowledge of Local Laws, work practices, policies and procedures relating to the work area.
- 6.5 Ability to work unsupervised following directions of daily work routines and exercise sound judgement.
- 6.6 Ability to work unsupervised following directions of daily work routines and exercise sound judgement.
- 6.7 Ability to contribute to a multidisciplinary team within an environment of rapid change and to set work priorities, monitor work flows and initiate work autonomously.

7. SELECTION CRITERIA – LEVEL 2:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 7.1 Demonstrated oral and written communication skills to compose incident reports and process administrative work, facilitate community engagement to diplomatically deal with members of the public, clients and other Council Officers.
- 7.2 Ability to oversee and guide staff from time to time as directed.
- 7.3 Demonstrated experience in Local Law enforcement and interpretation including the ability to apply laws reasonably in an outcomes and education focussed manner and with some discretion.

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- 7.4 Demonstrated experience in inspection, investigation and information collection.
- 7.5 Demonstrated knowledge of Local Laws, work practices, policies and procedures relating to the work area.
- 7.6 Ability to work unsupervised with limited direction and exercise sound judgement.
- 7.7 Ability to contribute to a multidisciplinary team within an environment of rapid change and to set work priorities, monitor work flows and initiate work autonomously.

8. SELECTION CRITERIA – LEVEL 3:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 8.1 Substantial knowledge of all aspects within a specific field.
- 8.2 Demonstrated oral and written communication skills to compose reports, correspondence and process administrative work, facilitate community engagement to diplomatically deal with members of the public, clients and other Council Officers.
- 8.3 Ability to assist in other areas of the Animal Management Section where directed.
- 8.4 Significant experience in Local Law enforcement and interpretation including the ability to apply laws reasonably in an outcomes and education focussed manner and with some discretion.
- 8.5 Demonstrated experience in inspection, investigation and information collection with the ability to investigate more complex matters.
- 8.6 Demonstrated knowledge of Local Laws, work practices, policies and procedures relating to the work area and general knowledge of other procedures, practices and established guidelines of the Animal Management Section.
- 8.6 Ability to oversee and guide staff from time to time.
- 8.7 Ability to work unsupervised with limited direction and exercise sound judgement.
- 8.8 Sound skills in participating in a multidisciplinary team within an environment of rapid change and to set work priorities, monitor work flows and initiate work autonomously.

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9. SELECTION CRITERIA – LEVEL 4:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 9.1 Extensive knowledge of all aspects within a specific field and/or substantial knowledge of a range of aspects relating to Branch functions.
- 9.2 Highly developed oral and written communication skills to compose reports, correspondence and process administrative work, facilitate community engagement to diplomatically deal with members of the public, clients and other Council Officers.
- 9.3 Ability to assist in other areas of the Animal Management Section where directed.
- 9.4 Significant experience in Local Law enforcement and interpretation including the ability to apply laws reasonably in an outcomes and education focussed manner and with some discretion.
- 9.5 Significant experience in undertaking inspections, investigations and information collection in complex matters in relation to community compliance and licensing.
- 9.6 Ability to oversee and guide staff.
- 9.7 Demonstrated ability to work unsupervised with limited direction and exercise sound judgement in decision making and problem solving.
- 9.8 Highly developed skills in participating in a multidisciplinary team within an environment of rapid change and to set work priorities, monitor work flows and initiate work autonomously.