

COMPLIANCE RESPONSE OFFICER (CASUAL)

Position No.	1569
Classification	Band 4, Casual
Directorate	Community, Planning and Growth
Department	Regulatory Services
Division	Compliance and Prosecutions Division
Department Context	The Compliance and Prosecutions Division is located within the Regulatory Services Department and exists to undertake roles in Fire Prevention, Animal Management, Local Laws, Planning Compliance and School Crossings.  <pre> graph LR MRS[Manager Regulatory Services] --- EH[Environmental Health] MRS --- EMP[Emergency Management Planning Officer] MRS --- CCP[Coordinator Compliance and Prosecutions] MRS --- MBS[Municipal Building Surveyor] EH --- CO[Compliance Officers x 2] EMP --- CSSO[Community Safety Support Officer] CCP --- CSO[Community Safety Officers X 2] MBS --- SSCS[School Crossing Supervisor X 10] CRO[Compliance Response Officer (Casual)] </pre>
Position Purpose	The Compliance Response Officer contributes to the maintenance of community safety and amenity by undertaking compliance, animal management and enforcement activities in accordance with relevant legislation, Council policies and local laws. The position is responsible for responding to customer requests and complaints relating to parking, domestic animals, littering, public amenity, abandoned vehicles and other minor compliance matters. The role promotes positive community outcomes through education, engagement, proactive patrols and the application of appropriate compliance measures where required.

VISION & VALUES

Where people matter, communities are connected, and the future is bright

Pride	We know that our work is important, and we take pride in doing the best job we can
Respect	We treat each other with courtesy and respect, and are committed to keeping our environment safe, and free from judgement
Integrity	We are committed to being authentic, honest, and ethical in our work
Collaboration	We partner together to achieve shared goals and deliver community focused outcomes
Excellence	We are committed to delivering the best community experience and outcome that we are capable of providing

KEY RESPONSIBILITIES AND DUTIES

Duties of the position

The primary responsibility of the Compliance Response Officer is to implement and enforce Council's Domestic Animal Management Plan, the Domestic Animals Act 1994, the Impounding of Livestock Act 1994 and Council's Local Law.

Animal Control and Local Laws

- Implement and enforce legislation, local laws and policies relating to animal control and local law matters.
- Attend to incidents where livestock or domestic animals are not appropriately confined to a property, including impounding wandering animals at municipal pound facilities and attempting to trace owners of wandering animals.
- Undertake early assessment of animal attacks.
- Ensure all livestock and domestic animals are appropriately confined to properties and inspect fencing where applicable.
- Undertake response actions during the early stages of a dog attack incident, depending on the officer's experience, training, and assessment of the situation.
- Compile detailed file notes on animal management issues when required.
- Undertake early assessment and observation of Local Law issues, including nuisance reports, and provide updates to relevant officers within the Compliance and Prosecutions Division.
- Compile detailed file notes on local laws issues when required.

Parking / Traffic

The Compliance Response Officer shares responsibility for implementing and enforcing road related local laws and road safety related legislation with the other officers of the Compliance and Prosecutions Division.

- Implement and enforce laws and policies relating to parking control including recommendations for parking restriction zones, routine monitoring for compliance and issuing of infringement notices pursuant to road safety statutes and local laws.
- Provide for the efficient removal, impounding and disposal of 'abandoned vehicles' from public roads.
- Undertake School Crossing Supervision Duties when required.

Litter investigations and collection

The responsibility to address litter collection is shared with the other officers of the Compliance and Prosecutions Division. Major litter or illegal dumping investigations will be delegated to the Compliance Officers. Investigation and collection of minor litter will be the primary responsibility of the Compliance Response Officer.

- Undertake early assessment of litter complaints.
- Arrange for removal of illegal and abandoned litter whether by immediate collection or requests internally and externally for large volumes and/or furniture, chemicals, tyres etc.

General Administrative Duties

- Establish positive communication and rapport with customers and the public and educate and promote the need for compliance with the various statutes, legislation, local laws and policies.
- Collect and document evidence to support issuing infringement notices and formal Court proceedings.
- Issue infringement notices where necessary.

- Act as an informant and give sworn evidence when required to support Council prosecutions before the Court.
- Monitor standpipes to ensure effective operation and collect permit books from permit holders.
- Prepare correspondence on all matters relevant to the position.
- Attend internal meetings or activities relating to the department/division.
- Other duties within the scope of the employee's skills, competence and training, as directed.

General and Organisational Responsibilities

- Comply with Council policies and procedures, including the Code of Conduct, and Council's Corporate Values.
- Contribute to the development of the Department's/Division's objectives, as well as the corporate goals of Council.
- Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health and Safety Act 2004, regulations, codes of practice and policies and procedures.
- Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review, and implement strategies to improve the customer experience quality and efficiency.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Participate as directed in training and education to maintain compliance and an up-to-date knowledge.
- Other duties within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Child Safe Standards

Council is committed to creating a culture of child safety and wellbeing where children and young people are respected, empowered and protected from harm. This includes preventing and responding to all forms of abuse, neglect, and exploitation and promoting environments where children can thrive. We recognise that safeguarding children and young people is an organisation-wide responsibility.

We have a commitment to the cultural safety and inclusion of all children and young people, which includes Aboriginal and Torres Strait Islander children, those from culturally and linguistically diverse backgrounds, gender diverse, LGBTQIA+ young people, children with a disability and those experiencing socio-economic disadvantage. We recognise that these principles support the safety and wellbeing of all children and young people.

A child safe culture is championed at all levels of Council and further strengthened through leadership and governance. Our commitment is delivered through Council Strategy, Values, Action Plans, Code of Conduct, Training and Capacity Building, Policies and Procedures and is supported by ongoing review and continuous improvement to ensure best practice.

GPSC CAPABILITIES

The GPSC Capabilities are the knowledge, skills, and associated behaviours required by all staff. The capability level for each role is varied and dependent on the role functions. The four levels for the capabilities are:

Foundational	• Basic awareness of concepts and techniques • Follows guidance, complies with established procedures, seeks advice
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Intermediate	- Broad understanding of concepts and techniques - Demonstrates the skills/knowledge with minimal guidance
Adept	- Strong understanding of concepts and techniques with consistent application - Influences, upholds, shares advice, consults
Advanced	- Extensive understanding and application of concepts and techniques - Sets, leads, designs, innovates, monitors, regulates, develops others - Shapes the organisation's approach in the application of this skill/knowledge

The capability level for this role is as follows:

Capability	Description	Level
Flexibility & Adaptability	Adjust approach in line with changing priorities and remain agile and positive toward change	Foundational
Manage Self	Shows drive and motivation, with an ability to self-reflect and a commitment to learning	Foundational
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations	Intermediate
Value Diversity & Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Intermediate
Communication	Communicate clarity, vision, purpose, and impact, actively listen to others, and respond with understanding and respect	Intermediate
Collaboration	Build strong relationships, collaborating effectively across the organisation, valuing their contribution	Foundational
Customer & Community Focus	Committed to the customer experience and delivering customer and community valued outcomes	Intermediate
Influence & Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Action & Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Intermediate
Plan & Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Problem Solving	Think, analyse, and consider the broader context to develop practical solutions	Intermediate
Innovation & Continuous Improvement	Use different ideas and concepts to develop new and different ways of thinking to improve efficiency, effectiveness, and quality of work	Foundational

CLASSIFICATION DEFINITIONS

Accountability and Extent of Authority	- Undertakes duties under relevant Acts, Regulations and Local Laws within established procedures and delegations. - Assistance in making decisions and actions can be sought from the Coordinator Compliance and Prosecutions, Manager Regulatory Services or other Compliance and Prosecutions Division staff.
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	• Provide a high level of assistance to members of the public.
Judgement and Decision Making	• Objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. • Guidance and advice are always available within the time available to make a choice.
Specialist Skills & Knowledge	The position requires: • An understanding of and ability to interpret relevant legislation including but not limited to: Domestic Animals Act 1994; Impounding of Livestock Act 1994 and Council's Local Laws pertaining to Compliance and Prosecutions. • An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents. • An appreciation of the long-term goals of both the Regulatory Services Department and the Golden Plains Shire Council. • An understanding of the relevant technology, procedures and processes used within the Regulatory Services Department. • The ability and skill to handle domestic animals and livestock.
Management Skills	This position requires the officer to have skills in managing time and planning and organising their own work.
Interpersonal Skills	The position requires the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable. Employees in this Band require skills in written communication to enable the preparation of routine correspondence and reports if required.
Qualifications & Experience	The skills for this position may be acquired through relevant experience. Relevant experience includes work in the areas of animal management, domestic and livestock animal handling and local laws/litter enforcement.

KEY SELECTION CRITERIA

1. Experience in the delivery of compliance and enforcement activities or a demonstrated experience in handling domestic animals and livestock.
2. The ability to understand legislation, regulations, local laws and policy guidelines.
3. An understanding of Local Government role in rural and peri-urban areas.
4. Ability to work within a team environment.
5. Experience in a service industry where quality, customer experience and efficiency were critical.
6. Good interpersonal and negotiation skills.
7. Experience in preparing reports and routine correspondence.
8. Experience using computer applications including Microsoft 365, with exposure to GIS software desirable.

Other Requirements

- This role may require attendance outside ordinary hours, including evenings and weekends, subject to operational requirements and rostered on-call arrangements. Any such attendance will be managed in accordance with Council's Enterprise Agreement and applicable casual employment arrangements.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check.
- Working With Children's Check.
- Successful completion of a pre-employment medical.

APPROVAL

Approved By (Department):	Regulatory Services
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Reviewed By (P&C):	Business Partner People & Culture
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Date:	August 2026
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Employee Acceptance:	<i>Accepted via onboarding portal</i>
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