Position Description

Position Title:	Community Safety Support Officer
Position No:	3075, 3070, 3071, 3084
Position Classification:	Level 4
Status:	Various
Position Revised On:	15/01/2026
Directorate:	Community Development
Service Area:	Community Safety
Location:	City of Melville Civic Centre
Reports To:	Service Lead – MelSafe Operations Support
Reporting Line:	Nil

Primary Purpose

To provide dedicated administrative, operational, and coordination support to the MelSafe Service, enabling the efficient and effective delivery of patrol, investigation, and compliance functions across the City. To act as a central point of contact for the internal operations of MelSafe, supporting officer deployment, records management, service data entry, customer response workflows, and reporting functions in alignment with City standards and community expectations.

Structure



Principle Accountabilities

- Monitor, respond and triage incoming customer requests, complaints, and officer-reported incidents, ensuring timely entry, referral, and closure of records
- Support the coordination of daily patrol rosters, officer movements, and shift logistics using internal systems such as the CAD platform and scheduling tools
- Assist with evidence collation and file management for community safety investigations, including gathering photographs, GPS logs, bodycam footage, and statutory declarations
- Maintain accurate, auditable records in accordance with the City's data retention policies and contribute to the preparation of reports, correspondence, and dashboards
- Manage escalated customer queries from call centre staff
- Draft correspondence and send letters, emails and respond to customer requests or advise customers on the outcome of their enquiries
- Provide administrative support to the MelSafe Leadership Team, including meeting coordination, note-taking, fleet booking, and purchase order processing
- Act as the first point of contact for internal and external enquiries relating to operational matters, redirecting requests where appropriate and ensuring professional communication
- Review and evaluate infringement appeals, and use delegated authority to withdraw or uphold infringements
- Liaise with frontline officers throughout the day to respond to emerging operational needs, incidents, or logistical issues in real time
- Provide specialised support to internal departments assisting MelSafe operations, such as training customer experience staff in the management of animal registrations
- Assist with uniform, equipment, and mobile technology issue and tracking for new and current staff, including inventory control and fault reporting
- Ensure that Animal Registration Databases, impound registers and website up to date
- Participate in service planning workshops, patrol debriefs, and community campaigns to understand frontline pressures and help tailor support workflows
- Promote continuous improvement across the team by identifying process gaps or inefficiencies and assisting with procedural updates and improvements
- Support the Service Lead – MelSafe Operations Support in other duties that support the City's Community Safety or operational service requirements
- Demonstrate a positive and respectful attitude as a member of the team, contributing to a supportive workplace culture while developing knowledge of community safety operations

Position Specifics

Essential Requirements

- A current National Police Clearance Certificate or willingness to obtain
- Current 'C' Class Driver's Licence

- Demonstrated experience in an administrative, operational support, or customer service role within a government, enforcement, or emergency services environment
- Strong organisational and time management skills with the ability to manage competing tasks and work under pressure
- High-level interpersonal and written communication skills, including the ability to liaise confidently with a wide range of staff and community members
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and the ability to quickly learn internal systems (e.g. CRM, CAD, records systems)
- Proven ability to work both independently and collaboratively in a fast-paced team environment
- Strong attention to detail, particularly when handling customer records, evidence files, or operational data

Desirable Requirements

- Certificate III or IV in Business Administration, Local Government, Community Safety, Compliance or a related discipline
- Knowledge of local government procedures, recordkeeping requirements, or relevant legislation (e.g. Local Government Act, Dog Act, Litter Act)
- Familiarity with field technology such as body-worn cameras, GPS tracking, or mobile reporting platforms
- Exposure to rostering or shift planning systems

Other

- This position works under general direction and is expected to manage daily priorities with a reasonable degree of autonomy
- This position does not have delegated or purchasing authority
- The incumbent is expected to actively promote and uphold the City of Melville's values, contributing to a culture of safety, service, and integrity
- Work proactively within the organisation to promote, support and adhere to a holistic Safety, Health, Environment and Quality culture and associated policies and procedures
- The role plays a key behind-the-scenes function in supporting the day-to-day operations of a 24/7 service and may require flexibility around working hours during emergencies or major events
- This role may be exposed to sensitive or distressing material in the course of supporting investigations and must maintain high standards of discretion and professionalism