



POSITION DESCRIPTION

Position Title	Compliance Officer
Position Code	1212
Directorate	Sustainability & Culture
Work Group	Economic Development, Environment & Compliance
Position Classification	Band 5
Effective Date	November 2022

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Deliver Council's community compliance responsibilities effectively and to a consistently high standard.

1.2 Education and Enforcement of Council's Local Laws and State Laws for the safety of the community

2. Working Relationships

Reports to	Compliance Coordinator
Supervises	N/A

3. Key Responsibilities

3.1 Enforcement and education of Councils Local Laws and Domestic Animal Management Plan and ensure that all relevant local, state and federal legislative responsibilities and requirements, Council Plan and other requirements of the organisation are met as relevant to this position

3.2 Carry out the community compliance function of the Council with a focus on but not limited to: parking control, animal management and control; supervision of school crossings; customer service; local law enforcement; aerodrome monitoring.

3.3 This includes after hours and call out responsibilities and duties, as well as responding to emergency compliance situations.

3.4 Provide guidance, advice and assistance to residents, ratepayers, visitors and to Manager Economic Development, Environment & Compliance (EDEC), the Community Compliance Coordinator, all other Council staff, relevant stake holders and agencies with regard to and in relation of compliance matters

3.5 Undertake general administrative duties, including issuing of compliance notices and infringement notices, effective record keeping and monitoring of compliance issues, and participate in the review and maintenance of policies, procedures, and plans as related to Community Compliance

3.6 Facilitate and encourage appropriate public participation in and community awareness of community compliance through education and engagement programs.

3.7 Conduct prompt response and timely investigations into customer complaints received including providing appropriate customer feedback. And where necessary and under the relevant legislation, issue directives and infringement notices.

3.8 Liaise with Government agencies, organisations and community groups to provide information and to ensure that the delivery of Council's community compliance service is relevant, best practice and operating in accordance with the latest legislation.

3.9 Represent Council before the Magistrates Court, advisory bodies and other forums as may be required on compliance matters.

3.10 Exercise the powers and duties that are delegated by Council and the Chief Executive Officer to this position.

3.11 Carry out all other duties as reasonably directed by the Manager and Coordinator

4. Core Physical Requirements

4.1 Capacity to drive a motor vehicle.

4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits.

4.3 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.4 Capacity to stand and work in an outdoor environment for varying periods of time.

4.5 Capacity to push or pull objects and manage live animals of significant size and weight.

4.6 Capacity to walk on uneven surfaces.

4.7 Capacity to walk long distances. And the capacity to run for short periods.

5. Accountability and Extent of Authority

5.1 Authorised and accountable to provide advice and regulate the public use of parking and other facilities, administer animal control obligations and relevant sections of the Council's local laws.

5.2 Authority to issue infringement notices and gather and present evidence and act as a witness at court on behalf of Council in cases of court prosecution

5.3 The work falls within specific traffic, parking regulations and animal control guidelines and local laws but with scope to exercise discretion in the application and enforcement of the relevant regulations, guidelines, local laws and other laws.

5.4 Accountable for the interpretation, enforcement and application of relevant Acts, Regulations and Local Laws and has authority to make appropriate decisions pertaining to those Acts, Regulations and Local Laws in accordance with Council's directions and policies.

5.4 Accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

5.5 Maintain a level of physical fitness required to undertake the duties as a Compliance Officer

6. Judgement and Decision Making

6.1 The objectives of this role are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

6.2 Accurately interpret and apply legislation in decision making.

6.3 This position may involve solving a range of problems using knowledge of Council's Local Laws and relevant legislation, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

6.4 Some problems are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

6.5 Guidance and advice would usually be available within the time required to make a choice.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Knowledge and understanding of the application of the Domestic Animals Act 1994, other relevant legislation and Council's Local Laws.

7.1.2 Knowledge and understanding of parking regulations, working of ticket vending machines and/or parking meters is desirable. And the ability to undertake basic repair of parking meters.

7.1.3 Sound written and verbal communication skills and proficient in the use of computers and software such as Microsoft Office Suite.

7.1.4 Knowledge and experience in the competent management and handling of livestock and domestic animals. And an understanding of animal issues and their possible impacts on the local community

7.1.5 Knowledge and understanding of the application of other legislation administered and enforced by the Community Compliance Business Unit.

7.1.6 Knowledge of compliance and infringement procedures and ability to prepare correspondence and issue various notices. And the ability to follow up enforcement issues and gather information to provide assistance in cases of court prosecution.

7.2 Management Skills

7.2.1 Effective time management skills with the ability to prioritise tasks and ability to effectively manage workloads and achieve specific and set objectives in the most efficient way possible within the available set timetable.

7.2.2 Ability to participate positively and to contribute well to a team environment and have the flexibility to cope with urgent situations

7.2.3 Ability to provide on the job training and support related to Compliance Officer duties.

7.2.4 Able to work with limited supervision

7.2.5. Understanding and the ability to implement Councils OH&S policy and procedures and Equal Employment Opportunity Act Polices along with other policies and procedures related to the position.

7.3 Interpersonal Skills

7.3.1 Ability to communicate and interact with other staff, the public and representatives of government and other external organisations, in a way which achieves outcomes and instils confidence, respect, trust and co-operation.

7.3.2 Well-developed problem-solving skills, including negotiation, consultation, communication (oral and written, including report and letter writing) presentation and interpersonal skills to impart information to people from varies backgrounds and with different levels of knowledge.

7.3.3 Sound negotiation and conflict resolution skills and the ability to communicate effectively with customers and the ability to de-escalate conversations and gain cooperation from customers to achieve satisfactory outcomes

7.3.4 Adaptable and responsive to changing work needs

7.3.5 Make recommendations to the Compliance Coordinator about issues within the Key Responsibilities of the position.

7.3.6 Experienced in and able to maintain strict confidentiality where required

8. Qualifications and Experience

8.1 Firearm licence is desirable.

8.2 Knowledge and experience the management and handling of animals and livestock.

8.3 Experience in conflict resolution and dealing with difficult customers.

8.4 Experienced in delivering high levels of Customer Service

8.5 Knowledge of parking and traffic regulations.

8.6 Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment requiring daily contact with a broad cross section of the community in a variety of issues.

8.7 Demonstrated ability to comprehend and interpret acts and regulations and decide on an appropriate course of action.

8.8 Current Drivers Licence.

8.9 Working With Children Check.

9. Key Selection Criteria

9.1 Demonstrated experience in the management and handling of animals and livestock.

9.2 Demonstrated experience in dealing with conflict resolution and delivering high level of customer service.

9.3 Knowledge of traffic/parking regulations.

9.4 Ability to work cooperatively as a member of a team.

9.5 Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment requiring daily contact with a broad cross section of the community in a variety of issues.

9.6 Demonstrated ability to comprehend and interpret acts and regulations and decide on an appropriate course of action.

9.7 An understanding of animal issues and their possible impacts on the local community.

9.8 Well-developed problem-solving skills; including adequate negotiation, consultation, communication (oral and written, including report and letter writing) presentation and interpersonal skills.

Authorised by: Director – Sustainability & Culture

Date:

Employee's Signature:

Date:
