Position Description Ranger

Classification	Level 5
Status	Permanent Full Time
Reports to	Senior Ranger
Position Objective	To be an active and visible presence as part of an efficient and effective Ranger service that achieves high standards of compliance with statutory obligations and promotes well-being, safety and respect in the community.
Last Review Date	June 2023

About the Team

The Town's Ranger Service is responsible for parking and vehicle control, protection of public amenity, pet registration, animal control, and fire risk management throughout the district. It seeks to achieve high standards of compliance with statutory obligations by taking an "education-first", whilst also promoting well-being, safety and respect in the community.

Role Responsibilities

- Carry out the day-to-day activities of the Ranger Service, ensuring the safety and amenity of residents, including regular patrols and site visits to ensure compliance with the local laws and statutory obligations.

- Carry out tasks relating to community safety and public amenity, animal control, cat and dog impoundment and release; crime education, security of Town facilities, litter control, fire control, parking and abandoned vehicles, disused materials, illegal camping and graffiti management.

- Attend to counter, telephone and on-site enquires.

- Present a positive image of the Town; acting and communicating professionally in all dealings with residents and external customers, in accordance with the Town's Customer Service Charter, Memorandum of Understanding with other Agencies or Services, Privacy Act and the Records Management Procedure Manual.

- Give advice, education and direction to residents to ensure compliance with legislation, local laws, policies and procedures.

- Conduct investigations in a fair and equitable manner.

- Attend court for prosecution or evidentiary purposes.

- Issue infringements and warning notices.

- Provide support at Community outdoor events.

- Provide input into Law Enforcement programs and public education programs.

- Assist in the introduction and review of Council's policies and the implementation of new services and/or programs.

- Undertake relevant training and/or professional development.

- Provide high quality advice and assistance to other staff on Ranger issues.

- Deliver confidential documents, ensuring that confidentiality is maintained.

- Represent the Town at Community information sessions.

- Prepare reports for Council consideration and generate data of Ranger activities and actions.

- Other duties relevant to the position

All workers must demonstrate a strong commitment to work health, safety, and wellbeing by taking care / action to ensure own safety and the safety of others by complying with WHS legislative requirements as well as Town of Bassendean policies, procedures, guidelines, instructions, and safety management systems.

Other Job Requirements

The Town will assess applications and suitability against the above role responsibilities, leadership capability requirements and other requirements below.

- Completion of the Regulatory Officer Compliance Skills 1 and 2, or equivalent (essential)
- Well-developed verbal and written communication skills (essential)
- Current WA "C" class driver's licence (essential)
- Current National Police Clearance (essential)
- Previous Local Government experience (desirable)
- Possession of a Certificate IV in Local Government (Regulatory Services) (desirable)
- Completion of First Aid training (desirable)
- Completion of Basic Worksite Traffic Management course (desirable)

Agreement

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the job.

As the **employee**, I have reviewed and accept the statement of duties.

Name	Signature	Date	Checked by HR

As the **Manager** I have reviewed and confirm this is a current and relevant document.

Name	Signature	Date	Checked by HR

Capability Requirements

The following Capability Framework describes 16 capabilities across five core groups. Together the capability groups set out the core knowledge, skills, abilities and other attributes expected of this position.

1. Personal Attributes

Manage Self *Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning*	✓ Understands what needs to be done and steps up to do it ✓ Pursues own and team goals with drive and commitment ✓ Shows awareness of own strengths and weaknesses ✓ Asks for feedback from colleagues and stakeholders ✓ Makes the most of opportunities to learn and apply new skills
Display Resilience and Adaptability *Express own views, persevere through challenges, and be flexible and willing to change*	✓ Adapts quickly to changed priorities and organisational settings ✓ Welcomes new ideas and ways of working ✓ Stays calm and focused in difficult situations ✓ Perseveres through challenges ✓ Offers own opinion and raises challenging issues
Act with Integrity *Be honest, ethical and professional, and prepared to speak up for what is right*	✓ Maintains confidentiality of customer and organisational information ✓ Is open, honest and consistent in words and behaviour ✓ Takes steps to clarify ethical issues and seeks advice when unsure what to do ✓ Helps others to understand their obligations to follow the code of conduct, legislation and policies ✓ Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Demonstrate Accountability *Take responsibility for own actions, commit to safety, and act in line with legislation and policy*	✓ Follows through reliably and openly takes responsibility for own actions ✓ Understands delegations and acts within authority level ✓ Is vigilant about the use of safe work practices by self and others ✓ Is alert to risks in the workplace and raises them to the appropriate level

2. Relationships

Communicate & Engage *Communicate clearly and respectfully, listen, and encourage input from others*	✓ Focuses on key points and communicates in 'Plain English' ✓ Clearly explains and presents ideas and technical information ✓ Monitors own and others' non-verbal cues and adapts where necessary ✓ Listens to others when they are speaking and asks appropriate, respectful questions ✓ Shows sensitivity in adapting communication content and style for diverse audiences
Community & Customer Focus *Commit to delivering customer and community focused services in line with strategic objectives*	✓ Identifies and responds quickly to customer needs ✓ Demonstrates a thorough knowledge of services provided ✓ Puts the customer and community at the heart of work activities ✓ Takes responsibility for resolving customer issues and needs
Work Collaboratively *Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity*	✓ Encourages an inclusive, supportive and co-operative team environment ✓ Shares information and learning within and across teams ✓ Works well with other teams on shared problems and initiatives ✓ Looks out for the wellbeing of team members and other colleagues ✓ Encourages input from people with different experiences, perspectives and beliefs ✓ Shows sensitivity to others' workloads and challenges when asking for input and contributions
Influence & Negotiate *Persuade and gain commitment from others, and resolve issues and conflicts*	✓ Builds a network of work contacts across the organisation ✓ Approaches negotiations in the spirit of cooperation ✓ Puts forward a valid argument using facts, knowledge and experience ✓ Asks questions to understand others' interests, needs and concerns ✓ Works with others to generate options that address the main needs and concerns of all parties

3. Results

Plan & Prioritise *Plan and organise work in line with organisational goals, and adjust to changing priorities*	✓ Participates constructively in unit planning and goal setting ✓ Helps plan and allocate work tasks in line with team/project objectives ✓ Checks progress against schedules ✓ Identifies and escalates issues impacting on ability to meet schedules ✓ Provides feedback to inform future planning and work schedules
Think & Solve Problems *Think, analyse and consider the broader context to develop practical solutions*	✓ Gathers and investigates information from a variety of sources ✓ Questions basic inconsistencies or gaps in information and raises to appropriate level ✓ Asks questions to get to the heart of the issue and define the problem clearly ✓ Analyses numerical data and other information and draws conclusions based on evidence ✓ Works with others to assess options and identify appropriate solutions
Create & Innovate *Encourage and suggest new ideas and show commitment to improving services and ways of working*	✓ Researches developments and trends in the industry ✓ Thinks about issues and opportunities from different viewpoints ✓ Links together unrelated ideas or events to generate insights ✓ Identifies improvements to work systems, processes and practices
Deliver Results *Achieve results through efficient use of resources and a commitment to quality outcomes*	✓ Takes the initiative to progress own and team work tasks ✓ Contributes to the allocation of responsibilities and resources to achieve team/project goals ✓ Consistently delivers high quality work with minimal supervision ✓ Consistently delivers key work outputs on time and on budget

4. Resources

Finance *Be a responsible custodian of council funds and apply processes in line with legislation and policy*	✓ Presents basic financial information clearly and in an appropriate format ✓ Uses funds and records financial transactions in line with financial audit and reporting obligations ✓ Makes expenditure decisions within budget limits ✓ Uses financial and other resources responsibly and helps others understand their obligations to do so
Assets & Tools *Use, allocate and maintain work tools appropriately and manage community assets responsibly*	✓ Uses a variety of work tools and resources to enhance work products and expand own skill set ✓ Ensures others understand their obligations to use and maintain work tools and equipment appropriately ✓ Contributes to the allocation of work tools and resources to optimise team outcomes
Technology & Information *Use technology and information to maximise efficiency and effectiveness*	✓ Shows confidence in using core office software and other computer applications ✓ Makes effective use of records, information and knowledge management systems ✓ Supports the introduction of new technologies to improve efficiency and effectiveness
Procurement & Contracts *Understand and apply procurement processes to ensure effective purchasing and contract performance*	✓ Helps others understand and comply with basic ordering, receipting and payment processes ✓ Contributes to the identification of business requirements, deliverables and expectations of suppliers ✓ Provides objective input to evaluation processes for proposals and tenders ✓ Works with suppliers and contractors to ensure that goods and services meet time and quality requirements