

POSITION DESCRIPTION

Position Title:	Compliance Services Officer		
Classification:	Band 5	Status	Full Time
Group:	Governance, Facilities & Economy	Business Unit:	Regulatory Services
Reports to:	Coordinator Compliance Services		
Direct Reports:	NIL	Date:	October 2023

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviors ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- Provide efficient and effective service across the spectrum of Local Laws activities, animal management and planning enforcement and be available for a rostered "Standby" and programmed after-hours events.
- Effectively handle complex customer interaction via field operations, front counter and telephone enquiries.
- Provide reactive and proactive enforcement services with respect of parking and traffic, local laws, litter, building sites, planning enforcement and animal management.
- Provide education programs and materials to ensure residents, businesses and builders have a good understanding of Councils Local Law and other relevant legislation.
- Take a pro-active view to enforcing legislation addressing public safety issues.
- Deal sensitively with information provided and adhere to Privacy principles.
- Ensure that the use and development of land in the Shire complies with relevant planning legislation and planning approvals.

KEY RESPONSIBILITIES

Key responsibilities include, but are not limited to:

- Issuing infringements in line with appropriate act references sufficient to stand the test of an open court hearing.
- Overseeing the transfer of manually issued infringement on to suitable databases.
- Assessing applications for Local Law permits and making suitable recommendations.
- Undertaking pro-active patrols of the municipality.
- Undertaking inspections and audits of building sites and issue warnings and/or penalty notices as

- appropriate.
- Responding within agreed timeframes and standards to resident complaints.
- Investigate alleged breaches of the planning controls, including non-compliance with Town Planning permits.
- Liaise with owners, occupiers, businesses, builders, Council officers and Government authorities to effectively resolve any complaint of breach relating to planning controls, Local Law, animal management or other relevant legislation.
- Initiate and facilitate meetings of parties to resolve disputes.
- Refer enquiries to other Council Officers and Government agencies where necessary.
- Issue Infringement Notices when other action fails to resolve issues.
- Liaise with Council's legal representatives.
- Collect and present evidence in infringement and prosecution proceedings at the Victorian Civil Administrative Tribunal (VCAT) and Magistrate Court hearings.
- Monitor use and development within the Shire to ensure compliance with planning controls.
- Prepare Council reports on certain issues on an as-required basis.
- Attend to customer enquiries both in person and over the phone.
- Liaise with VicRoads regarding signage on VicRoads roads.
- Provide high level specialist advice in relation to legislative and procedural matters.
- Deal with specific programmed activities
- Provide support and advice to other Development and Compliance Services Unit staff.

Risk Management

- Contribute to making Cardinia Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and or loss.
- Comply with Council's Risk Management Policy and Framework.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Interpretation and application of relevant Acts and Regulations to make decisions according to defined procedures (Authorised Officer).
- Effective time management and organisational skills to achieve all tasks allocated within specified timeframes.
- Responsible for assisting the Manager Regulatory Services and Coordinator Compliance Services in achieving business unit objectives.
- Resolving conflict with members of the public in relation to the issue of infringements.

- Preparing outstanding correspondence, reports and spreadsheets which achieve the required objectives.
- Developing pamphlet and other material aimed at better educating the community in relation to Development and Compliance Services matters.
- Issuing infringements with a high degree of accuracy and in keeping with relevant legislation.
- Representing the organisation with regards to Open Court, VCAT and authorised officer meetings.
- Providing input to the business unit on the establishment and maintenance of quality systems and procedures.
- Updating customer action requests allocated to the business unit (via service request system).
- Regular patrols and inspections of school crossings and crossing supervisors.
- Ensuring compliance with planning legislation and policy, and to facilitate resolution of disputes. Issuing Planning Infringements
- Freedom to act set by clear objectives.
- Representing Council at VCAT and Magistrates Court in relation to planning enforcement matters.
- Freedom to act in accordance with Business Unit policies and operational guidelines.
- Make recommendations to Manager and Coordinator on unit business.
- Make decisions with regard to Local Laws, Planning matters and relevant legislation in line with other Authorised Officers within the Department.
- Exercising appropriate discretion in relation to acts outlined and issue infringement notices where appropriate.

JUDGEMENT AND DECISION-MAKING

Decisions can be made in relation to:

- Handling complex customer enquiries.
- Documenting and updating Unit procedures in line with quality systems.
- Acting as an “Authorised Officer” in relation to Local Laws, planning matters and other legislation.
- Exercise appropriate discretion in making decisions on legislative matters (subject to instrument of authority).
- Guidance and advice are usually available within appropriate timeframe to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of relevant legislation (ie. Local laws, The Cardinia Planning Scheme, Planning and Environment Act, DAA, EPA, Privacy Act, Local Government Act, Summary Offences Act, Road Safety Road Rules etc).
- Outstanding customer service and conflict resolution skills.
- Ability to write high quality reports and correspondence using standard formats.
- Excellent written and verbal communication skills and the ability to gain cooperation and understanding from members of the public and other employees to meet position objectives.
- Thorough understanding of procedures, processes and guidelines along with the organisational context of the position.
- Ability to address animal management complaints
- Appreciation of the goals of the Regulatory Services Business Unit and the objectives of Council.
- Knowledge and understanding of the Statutory Planning process.
- An understanding of court procedures and processes.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities, plan and organise work to meet required objectives.
- Ability to write reports and correspondence to a high level.
- Work cooperatively with the Manager Regulatory Services and Coordinator Compliance Services to ensure all set tasks are completed to the level required.
- Contribute to a cooperative and cohesive team atmosphere within the Regulatory Services Unit.
- Ability to work in a calm and efficient manner in an emergency situation.

INTERPERSONAL SKILLS

- Excellent customer service and public relations skills.
- Well-developed negotiation and conflict management skills.
- Well-developed written and verbal communication skills.
- Team orientated.
- Ability to adapt to change.
- Ability to produce external correspondence.
- Ability to present in public forums.
- Have a positive and committed work ethic.
- Committed to the principles of continuous improvement.

QUALIFICATIONS AND EXPERIENCE

- Experience in the enforcement field in a regulatory environment
- Current Victorian driver's licence

Desirable:

- Certificate IV in Justice
- Certificate in Animal Management

KEY SELECTION CRITERIA

- Demonstrated working knowledge of relevant legislation (ie Domestic Animals Act, VCAT, EPA, Road rules Victoria, Local Government Act etc) and ability to interpret and enforce the above legislation and other local laws.
- Highly developed customer service and conflict resolution skills.
- Ability to deal humanely with stock and other animals in order to address public safety and animal cruelty issues.
- Appreciation of Health & Safety guidelines in terms of risk minimisation strategies.
- Well-developed computer skills.
- Knowledge of the Statutory Planning process and associated legislation, policies, and planning scheme.
- Ability to embrace and behave in accordance with the Cardinia Values Framework.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full-time on-going position.
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.
Overtime and Availability	Compliance Officers may be required to work overtime and be on a 'Availability Roster' as provided by the Coordinator Compliance Services. Timesheets will need to be submitted.