



## Position Description – Community Safety Officer – Major Building Sites

<b>Division</b>	Engaged Community
<b>Portfolio</b>	Community Health & Safety
<b>Business Unit</b>	Community Safety
<b>Level</b>	4
<b>Reports To</b>	Team Leader Community Safety
<b>Prescribed Position</b>	No

### Position Objective

As part of the Community Safety Team, the Community Safety Officer – Major Building Sites will play a key role in protecting our community from local nuisance and public infrastructure damage resulting from urban development, to help ensure the amenity value of our community is maintained.

The position will develop and maintain relationships with internal and external stakeholders including peak construction and development bodies, residents, developers, builders and site personnel to ensure that the impact of local nuisance, public space occupation and damage to public infrastructure caused by developers is minimised throughout the City. This proactive role will ensure that appropriate remedial action, including education, encouragement and enforcement strategies, are implemented where legislative breaches are identified.

### Key Responsibilities

- Deliver and review practical strategies, programs and processes focusing on the building/construction industry, aimed at improving practices to minimise damage to public infrastructure, prevent local nuisance, enhance on-site environmental management and increase the correct and legal use of public space.
- Proactively engage with developers, builders and tradespeople to educate and enforce the requirements of the Local Nuisance and Litter Control Act and Local Government Act to reduce the impact of urban development on the community during construction activities.
- Actively promote and maintain a safe environment and equal access for all persons in the vicinity of construction work in public areas.

- Act as Council's first point of contact for the building/construction industry, in respect to on-site best practice work methods for the protection against local nuisance concerns, prevention against infrastructure damage, appropriate site environmental management, public space occupancy permits and general site traffic and parking management.
- Establish and maintain relationships with key stakeholders, such as peak construction industry bodies and relevant government agencies.
- Coordinate and manage relevant permits, licences and approvals that may be required at each site, including identifying where public consultation may be required.
- Liaise with other business units and internal service providers (such as Engineering, Environmental Health and Planning/Development sections) to ensure that, all relevant staff are aware of emerging issues at urban infill development sites and Council works holistically to deliver a coordinated approach to site management and excellence in customer experience.
- Proactively engage with construction site personnel to address breaches of various legislation, utilising the Council's "Educate, Encourage, Enforce" principles.

Provide a program of surveillance of construction activities through both scheduled and proactive inspections to maximise public safety, protection of Councils assets and compliance with relevant permits, consents and legislation.

- Undertake surveillance of construction sites after hours, such as peak construction times or to investigate concerns regarding non-compliance with the Local Nuisance and Litter Control Act.
- Assist to resolve customer requests, in addition to initiating investigative procedures where necessary, to ensure compliance with legislative requirements and adherence to Council and community expectations.
- Gather evidence of contraventions of relevant legislation by taking notes, sketches, photographs, recordings and/or samples and using Councils business systems to record material collected.
- Assist in court proceedings and where appropriate attend Court for matters within the teams' responsibilities, as required.
- Assist the Team Leader Community Safety and provide expert advice to Authorised officers with other Community Safety functions, as required.
- Provide information and advice to customers and the general public in relation to community safety related matters.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.

- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- Ability to work independently.
- Highly effective verbal and written communication skills.
- Ability to effectively handle and resolve conflict and diffuse hostile situations.
- Demonstrated self-motivation and initiative.
- Highly effective in working autonomously.
- Ability to interpret and apply various legislation, including effective investigative skills to collect evidence and initiate enforcement activities.
- Ability to effectively transfer information and educate a broad audience to achieve legislative compliance.
- Exceptional commitment to customer experience, including an empathetic and courteous manner.
- Demonstrated ability to work in a team environment, including liaising with other Council departments.
- Efficient and organised work practices, with the ability to work autonomously and undertake both proactive and reactive activities.
- Intermediate computing skills including knowledge of the Windows Explorer and Internet Explorer environments are required.
- Working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

## Knowledge

- Demonstrated understanding and working knowledge of relevant legislation relevant to local nuisance and public space use and occupation relating to development sites, including:
  - Local Nuisance and Litter Control Act
  - Local Government Act
  - Australian Road Rules and Road Traffic Act
  - Environment Protection Act and associated Policies
  - Council's By-laws
  - Planning, Development and Infrastructure Act
- Knowledge and understanding of local nuisance and environmental issues associated to development sites.

## Experience

- Experience working within a Local Government regulatory framework, such as completing inspections and enforcement processes, desirable.
- Proven experience in the provision of great customer experience.
- Planning, building and/or construction industry experience desirable.
- Demonstrated experience in negotiating successful outcomes and effective conflict resolution.
- Use of appropriate information technology.

## Qualifications & Requirements

Certificate IV in Local Government (Regulatory Services), or equivalent industry experience.	Desirable
Tertiary Qualifications in urban planning, building or a related field.	Desirable
Current Class 1 South Australian Drivers Licence.	Essential
Work zone Traffic Management Certificate.	Desirable
Nationally Coordinated Criminal History Check (Police Check)	Essential
Out of Hours work as required.	Essential