



Position Description – Litter Prevention Officer

Division	Engaged Community
Portfolio	Community Health & Safety
Business Unit	Community Safety
Level	3
Reports To	Coordinator Community Safety
Prescribed Position	Yes

Position Objective

To support the identification, implementation, and monitoring of initiatives aimed at reducing illegal dumping across the community, thereby protecting the environment and enhancing local amenity.

This position works collaboratively with relevant agencies to prevent illegal dumping and exercises delegated powers and responsibilities as a Litter Prevention Officer. A key focus is to respond to reports and undertake enforcement actions in line with Council's "Educate, Encourage and Enforce" approach, with the goal of minimising the volume of illegally dumped waste and litter managed by Council annually.

Key Responsibilities

- Lead, coordinate and support the delivery of initiatives and projects aimed at reducing illegal dumping within the community.
- Deliver exceptional customer experiences by providing responsive, professional, and solution-focused service to both internal and external stakeholders
- Contribute to the development and delivery of a new Illegal Dumping Strategy for the City of Charles Sturt, ensuring services align with strategic objectives and community expectations
- Administer, interpret and enforce relevant legislation, by-laws and policies.
- Conduct systematic patrols throughout the City to address and reduce the instance of litter and illegal dumping.
- Achieve outcomes, service levels and targets as set by agreement with the Team Leader Community Safety.

- Investigate instances of littering and local nuisance complaints and conduct follow up procedures within the parameters of delegated authority, in accordance with relevant standard operating procedures, guidelines and as directed.
- Conduct investigations by interviewing individuals, collecting evidence, and recording statements to support potential legal action, including assisting with court proceedings and representing Council when required
- Ensure all illegal dumping incidents are recorded in the Salesforce CRM system for work to be actioned and to provide data for future strategies.
- Where dumped rubbish is considered an immediate danger to public health and safety, contact Council's City Clean Team whilst on site to arrange removal of materials and collect photographic evidence.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- 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.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Ability to work independently.
- Excellent customer service skills.
- High level written and verbal communication skills.
- Ability to handle and resolve conflict situations.
- Ability to negotiate and mediate issues.
- Demonstrated self motivation and initiative.
- Efficient and organised work practices.
- Ability to interpret legislation and apply relevant enforcement practices.
- High level of organisational skills.

- Ability to work under pressure.
- Ability to work independently and in isolation.
- Intermediate computing skills including knowledge of the Windows Explorer and Internet Explorer environments.
- Use of corporate technology including systems in electronic document management, land and property management, finance, asset management, 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 of relevant Legislation, Council By-laws and associated Australian Standards, Policies and Codes of Practice, industry best practice, or ability to demonstrate associated learning.
- Knowledge of investigative processes and procedures.
- Understanding of Court and enforcement processes, as they apply to Council initiated prosecution proceedings.

Experience

- Proven experience in the provision of great customer service.
- Experience as a Local Government Authorised officer, or similar.
- Demonstrated experience in dealing with difficult customers and conflict situations.

Qualifications & Requirements

Certificate IV in Local Government (Regulatory Services).	Desirable
Work Zone Traffic Management Certificate.	Desirable
Construction Industry White Card.	Desirable
Car Licence.	Essential
Nationally Coordinated Criminal History Check (Police Check).	Essential