



## POSITION DESCRIPTION

<b>Position Title</b>	Compliance Services Officer	<b>Classification</b>	Band 5
<b>Directorate</b>	Community & Planning Services	<b>Department</b>	Regulatory Services
<b>Direct Reports</b>	Nil	<b>Date</b>	July 2026
<b>Reports to</b>	Team Leader Compliance Services		

## 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 supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

## 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 AND DUTIES

- 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
- Resolve conflict with members of the public in relation to the issue of infringements.
- Prepare correspondence, reports and spreadsheets to achieve required business objectives.
- Develop pamphlets and other educational materials to improve community awareness of Development and Compliance Services matters.
- Issue infringements with a high degree of accuracy and in accordance with relevant legislation.
- Represent Council at Open Court, VCAT and Authorised Officer meetings.
- Provide input into the establishment, maintenance and continuous improvement of quality systems and procedures.
- Update customer action requests through Council's service request system.
- Conduct regular patrols and inspections of school crossings and crossing supervisors.
- Ensure compliance with planning legislation and policy and facilitate the resolution of disputes.
- Issue Planning Infringement Notices where appropriate.
- Provide support and advice to other Development and Compliance Services Unit staff

#### **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**

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.

- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.
- Interpret and apply relevant Acts, Regulations, Council policies and procedures in exercising Authorised Officer powers.
- Make decisions relating to Local Laws, Planning matters and other relevant legislation in accordance with delegated authority and established procedures.
- Provide recommendations to the Manager Regulatory Services and Coordinator Compliance Services on operational and compliance matters

### **JUDGMENT AND DECISION MAKING**

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Exercise professional judgement and discretion when determining appropriate compliance and enforcement actions.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.
- Handling complex customer enquiries and determining appropriate responses in accordance with legislation, policies and procedures.
- 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.
- Exercising appropriate discretion when interpreting and applying legislative requirements and determining appropriate actions (subject to instrument of authority)

### **SPECIALIST KNOWLEDGE AND SKILLS**

- 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).
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.
- Knowledge and understanding of the statutory planning process.
- Understanding of court procedures, evidentiary requirements and prosecution processes.
- Demonstrated ability to apply regulatory knowledge to respond to animal management complaints and investigations.

### **INTERPERSONAL SKILLS**

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.

- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

## **MANAGEMENT SKILLS**

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications (degree or diploma) in a related field, industry qualification and/or equivalent experience in a comparable environment.
- Demonstrated experience in compliance, enforcement and regulatory activities within a local government or similar regulatory environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Driver's Licence.
- Desirable: Certificate IV in Justice.
- Desirable: Certificate in Animal Management.

## **KEY SELECTION CRITERIA**

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- 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.
- Knowledge of the Statutory Planning process and associated legislation, policies, and planning scheme. Ability to deal humanely with stock and other animals in order to address public safety and animal cruelty issues.
- Able to make sound decisions based on experience and good judgement.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

## **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 maximum term 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 Financial Background Check, Traffic Check or 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

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