

POSITION DESCRIPTION

Position Title:	Senior Compliance Services Officer		
Classification:	Band 6	Status	Full time
Group:	Governance, Facilities & Economy	Business Unit:	Regulatory Services
Reports to:	Coordinator Compliance Services		
Direct Reports:	NIL	Date:	February 2024

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 advice, assistance and mentor Compliance Services Officers with the production of court briefs and to ensure investigation and resolution of requests are achieved in a timely manner.
- Effectively handle complex customer interaction via field operations, front counter and telephone enquiries, including complaints escalated by Compliance Staff
- 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.
- Provide support to Compliance Services Officers during "after hours" call outs as required
- Provide assistance to the Team Leader and Coordinator Compliance Services
- Conduct reviews of current practices and drive efficiencies and change to policies and procedures
- Take a pro-active view to enforcing legislation addressing public safety issues.
- Deal sensitively with information provided and adhere to Privacy principles.

KEY RESPONSIBILITIES

- Providing advice, assistance and mentor Compliance Services Officers to ensure investigation and resolution of requests are achieved in a timely manner.
- Provide assistance to the Team Leader and Coordinator Compliance Services

- Assess applications for Local Law permits and make suitable recommendations.
- Respond within agreed timeframes and standards to resident complaints.
- 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.
- Provide support to Compliance Services Officers during “after hours” call outs
- Prepare and maintain an audit database and proactively audit all local law permits, footpath occupancy, planning permits, animal registration and any other Compliance enforcement functions.
- Assist with investigations of alleged breaches of planning controls, including non-compliance with planning permits and seek Enforcement Orders or issue Infringement Notices when other action fails to resolve issues.
- Liaise with owners/occupiers, Council officers and other Government authorities to effectively handle and resolve complex complaints or investigations relating to breaches of the relevant acts.
- Assist Officers in the collection and presentation of evidence in infringement and prosecution proceedings at the Victorian Civil Administrative Tribunal (VCAT) and Magistrate Court hearings.
- Provide high level specialist advice in relation to legislative and procedural matters and liaise with Councils Legal representatives.
- Creation of policies and procedures regarding specific programmed enforcement activities including preparation of Council reports

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 to HR, IT, OH&S/Risk Management policies, procedures and practices.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Providing advice and assistance to Compliance Services Officers to ensure that Council’s objectives are met in line with Council’s Compliance and Enforcement Policy and all other internal policies.
- Interpretation and application of relevant Acts and Regulations to make decisions with regard to Local Law, planning matters and other relevant legislation according to defined procedures
- Effective time management and organisational skills to achieve all tasks allocated within specified timeframes.
- Responsible for assisting making recommendations to the Manager Regulatory Services, Coordinator Compliance Services and Team Leader Compliance Services in achieving business unit objectives.
- Developing education material to assist the community with understanding Compliance Services matters.
- Exercise discretion and issue 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 and take a proactive approach to change.
- Oversee and action all customer action requests allocated to the business unit (via service request system).
- Ensuring compliance with planning legislation and policy, and to facilitate resolution of disputes.

- Freedom to act in accordance with Business Unit policies and operational guidelines.

JUDGEMENT AND DECISION-MAKING

Decisions can be made in relation to:

- Handling complex customer enquiries.
- Providing day to day advice to Compliance Services Officers
- Creating, driving change in, and updating Business 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).
- Resolving conflict with members of the public in relation to the issue of infringements.
- Guidance and advice are usually available within appropriate timeframe to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

- High level knowledge of relevant legislation, such as Local laws, The Cardinia Planning Scheme, Planning and Environment Act, Domestic Animals Act, Environment Protection Act, Privacy Act, Local Government Act, Summary Offences Act, Road Rules, Health Act etc.
- Outstanding customer service and conflict resolution skills.
- Ability to write high quality reports and correspondence using standard formats.
- Thorough understanding of procedures, processes and guidelines along with the organisational context of the position.
- Appreciation of the goals of the Regulatory Services Business Unit and the objectives of Council.
- Understanding of the Statutory Planning process.
- An understanding of court procedures and processes.
- The ability to improve staff knowledge, decision-making and accountability through leading by example and mentoring.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities, plan and organise work to meet required objectives.
- 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.
- 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.
- Team orientated.
- Ability to adapt to change.
- Ability to present in public forums.
- Committed to the principles of continuous improvement.
- Drive and encourage change

QUALIFICATIONS AND EXPERIENCE

- Demonstrated substantial experience in the enforcement field in a regulatory environment
- Demonstrated leadership and mentoring skills
- Current Victorian driver's licence

KEY SELECTION CRITERIA

- High level working knowledge of relevant legislation, such as Domestic Animals Act, Victorian Civil Administration Tribunal, Prevention of Cruelty to Animals Act, Environment Protection Act, 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.
- Demonstrated leadership skills and working within a team
- Demonstrated ability to improve team members knowledge, decision making and customer service
- Demonstrated ability to drive policy change including drafting and implementing changes
- Appreciation of Health & Safety guidelines in terms of risk minimisation strategies.
- 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 2021 and Cardinia's policies and procedures.

Tenure	This is a full-time 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.