

POSITION TITLE	
POSITION ID	
CLASSIFICATION & TENURE	Band 5 – Permanent Full Time (1.00 FTE)
DIRECTORATE	Development
DEPARTMENT	Health and Community Safety
LOCATION	Duke Street Office, Locations around the Municipality
REPORTS TO	Team Leader Community Safety
DIRECT REPORTS	N/A

OUR VALUES

				
ACCOUNTABILITY	RESPECT	EXCELLENCE	TRUST	FUN
<p>We will be responsible for our choices.</p> <p>We will acknowledge and learn from our mistakes.</p>	<p>We will accept people's differences.</p> <p>We will look for the best in people and their contributions.</p> <p>We will treat people with respect and dignity.</p>	<p>We will perform to the best of our ability.</p> <p>We will commit to learning and growing.</p> <p>We will strive to achieve Council's long-term vision.</p>	<p>We will encourage creativity and innovation.</p> <p>We will value everyone's contribution.</p> <p>We will act honestly and lead by example.</p>	<p>We will acknowledge and celebrate our success.</p> <p>We promote a healthy sense of humour.</p> <p>We believe in getting involved.</p>

POSITION PURPOSE

The role of **Community Safety Officer** is to ensure that a high level of regulatory services is provided consistent with Council's customer requirements including a broad range of regulatory functions both physically and administratively in the areas of municipal fire management, animal control, parking control, litter control and school crossing supervision.

KEY RESPONSIBILITIES AND DUTIES

ANIMAL CONTROL

- Assist with the implementation of actions identified in Council's Domestic Animal Management Plan and Impounding of Livestock Act 1994.

PARKING AND SCHOOL CROSSING CONTROL

- Enforce and administer the relevant provisions of the Road Safety Act 1986 related to parking control, including Saturday parking patrols as required.
- Assist with the school crossing supervisor audits and relieve supervisors when necessary.

LOCAL LAWS

- Enforce and administer the relevant provisions of Council's General Local Law No 2 and other Acts and Regulations as specified within the Instrument of Delegation.

GENERAL

- Investigate matters and prepare legal proceedings for recommendation to the Coordinator Health & Community Safety.
- Assist with the development and delivery of programs within the Compliance area that promotes a customer focused organization.

ORGANISATIONAL RESPONSIBILITIES

Policies, Legislation, Behaviours & Values	<ul style="list-style-type: none"> • Comply with all Council policies, procedures, and goals, including the Code of Conduct and Council's adopted values; and the regulatory and legislative requirements relevant to the department. • Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.
A Safe and Healthy Workplace	<ul style="list-style-type: none"> • Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health & Safety Act 2004, OHS Regulations 2017, codes or practice, policies and procedures. • Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others • Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
Child Safe Standards	<ul style="list-style-type: none"> • Hepburn Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential. • Hepburn Shire Council's policies and procedures support the implementation of requirements under the <i>Child Wellbeing and Safety Act 2005</i> and the <i>Child Safe Standards</i>. • All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.
Confidentiality	<ul style="list-style-type: none"> • Maintain confidentiality in respect of all dealings of a sensitive or confidential nature. • Ensure Council records are maintained in the approved record management system in an accurate and timely manner.
Customer Experience	<ul style="list-style-type: none"> • Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review and implement strategies to improve customer experience quality and efficiency.

Emergency Management	<ul style="list-style-type: none"> Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
Corporate Training	<ul style="list-style-type: none"> Participate as directed in training and education to maintain compliance and up-to-date knowledge.
General	<ul style="list-style-type: none"> Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement. Other duties undertaken are within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the people leader.

CLASSIFICATION DEFINITIONS

Accountability & Extent of Authority	<p>Produce accurate records relating to enforcement processes</p> <p>Prepare accurate evidence if required for prosecutions of infringements relating to any of the relevant Acts, Regulations or local laws</p> <p>Effective and efficient processing of local law permits and other compliance matters in accordance with legislative requirements</p> <p>Timely resolution of customer queries and complaints</p> <p>Make decisions in accordance with any delegated authority</p> <p>Ensuring that correspondence is completed in efficient time frames</p> <p>Ensure maintenance of confidential and sensitive information</p> <p>All decisions must conform to and be within the constraints of statutory obligations, Council policies and procedures.</p>
Judgement & Decision Making	<p>May be required to operate without direct supervision</p> <p>Show balanced judgement in all decision making processes and emphasis be applied to the sensitive nature of issues</p> <p>Ability to develop solutions based on established procedures, theory or practice</p>
Specialist Skills & Knowledge	<p>Knowledge of the Road Safety act 1986, Local Laws, The Domestic Animals Act 1994, Impounding of Livestock Act 1994 and court procedures is required.</p> <p>Working knowledge of Local Government enforcement</p>
Management Skills	<p>Able to manage time effectively, priorities plans and statutory responsibilities</p> <p>Achieve objectives within time frames</p> <p>Manage own daily portfolio or tasks and required activities</p>
Interpersonal Skills	<p>Good verbal and written communication skills</p>

	Work cooperatively, professionally and enthusiastically to a diverse range of people, both internal and external including community members, council employees.
Qualifications & Experience	Municipal Law Enforcement certificate (or relevant experience) Municipal animal control and handling certificate (or relevant experience) Working with Children Check Victorian Driver's License

SELECTION CRITERIA

Selection will be based on the following Selection Criteria however, reference will also be made to other listed skills, knowledge, and attributes as required in the Position Description

- Demonstrated experience in this role or a related field.
- Strong communication skills with the ability to engage with a variety of stakeholders and build positive relationships.
- Excellent Customer Service skills with the ability to influence for good outcomes.
- Demonstrated ability to effectively manage time, plan and organise own work in a busy environment to achieve objectives within agreed timeframes.
- High level of report writing skills with attention to detail.
- Current Victorian driver's license

OTHER REQUIREMENTS

- Maintain a satisfactory National Criminal History Check.
- Working with Children Check (*if required*)
- A current Australian Drivers Licence (*if required*)

APPROVAL

Approved by (Department)	Health and Community Safety	
Reviewed by (P&C)	Veronica Hart Coordinator P&C	
Date	June 2024	
Employee Acceptance	Your signature indicates your understanding, agreement and approval of the position description. This position description is current at the date of issue and subject to the review at least annually, in consultation with the employee.	
	Name	
	Signature	
	Date	

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling - above 5 kg below 10 kg			✓	
Manual handling - above 10 kg			✓	
Manual handling – lifting above shoulder			✓	
Working with arms above head			✓	
Repetitive bending/twisting			✓	
Using vibrating / powered hand tools				✓
Close inspection work			✓	
Working in dusty / slippery / wet conditions			✓	
Wearing safety shoes/boots (steel cap)		✓		
Wearing hearing / eye protection			✓	
Using chemicals			✓	
Repetitive hand washing / cleaning		✓		
Working at heights				✓
Working in confined spaces			✓	
Working in heat (over 35 C)			✓	
Working in cold (under 5 C)			✓	
Driving vehicles / operating plant		✓		
Using a keyboard		✓		
Writing by hand		✓		
Transcribing from hard copy			✓	
Audio transcription				✓
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				