

POSITION TITLE: Senior Compliance Officer **POSITION NO:** 2591

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 4 – 5 (dependant on qualifications and experience)

CERTIFIED AGREEMENT: Officers – 2020 **AWARD:** QLGIA

DEPARTMENT: Liveability

BRANCH: Environment & Planning

SECTION: Compliance

REPORTS TO: Coordinator Environmental Health & Natural Resources

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

To provide customer focused administration and enforcement of Council's Local Laws and relevant State Legislation.

2. KEY RESPONSIBILITIES

1. Key duties and responsibilities may include, but are not limited to:
2. Co-ordinate the day-to-day operations of the team through the allocation of tasks and monitoring timeframes to ensure completion within statutory requirements.
3. Prepare reports and submissions in response to representations and appeals against Regulated Dog Declarations.
4. Maintain the chain of custody on any evidence being held by Council relating to investigations conducted by the Compliance team.
5. Provide professional, technical advice and support in relation to compliance issues.
6. Undertake enforcement duties, regular inspections, investigate complaints and issue correspondence, directions, compliance notices and serve infringement notices to ensure compliance with Council's local laws and relevant State legislation as well as ensuring effective follow through.
7. Undertake investigations, obtain appropriate evidence and make recommendations for lawful proceedings as required.
8. Impound straying domestic animals, stray stock, abandoned vehicles, illegal advertising devices and other illegally placed goods as required on a public place.
9. Design, implement, manage and coordinate projects and targeted management programs.
10. Develop internal policy/procedures for various Local Law and Compliance related matters.
11. Participate in community education programs eg. drumMUSTER, National Desexing Network, Microchipping Days, petPEP etc and represent Council at relevant regional forums, working groups, consultative committees, etc.
12. Participate in the performance management of employees including recruitment, induction, training and undertaking performance reviews where required.
13. Complete additional activities and reasonable directions given by management.

3. ADDITIONAL FACTORS

- Participation in after hours and weekend work is a requirement of this position
- Level of fitness required to undertake a broad range of physical tasks
- Working outdoors in hot conditions

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Certificate IV in Local Government (Regulatory Services)
- Minimum requirement of a current C Class driver's licence.
- General Safety Induction for Construction Worker Certification (White Card)

5. KEY SELECTION CRITERIA

1. Substantial experience in the investigation and enforcement of Local Laws including knowledge of legal processes and evidence collection.
2. Comprehensive knowledge of animal behaviour, animal identification and animal control processes in connection with the enforcement of local laws.
3. Well-developed negotiation and conflict resolution skills with the ability to work under pressure when dealing with difficult customers in stressful situations.
4. Proven leadership capability with the ability to supervise staff, establish work priorities, meet deadlines and work as an effective team member.
5. Sound keyboard and computer skills including knowledge of the MS Office Suite and corporate software systems.
6. High level of verbal and written communication skills, including ability to prepare correspondence such as letters, enforcement notices and reports as well as demonstrated capacity to develop policy/procedures.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Liveability: Peter O'May	Signature: 