



## POSITION DESCRIPTION

### Our Values:



<b>Position title:</b>	Law Enforcement Officer (Ranger)
<b>Position code:</b>	1105
<b>Name:</b>	Vacant
<b>Section:</b>	Built Environment
<b>Position reports to:</b>	Coordinator of Law Enforcement, Investigations & Security
<b>Band and Level:</b>	1/4, 2/1
<b>Salary grade:</b>	12
<b>Staff management:</b>	Nil
<b>Budget responsibility:</b>	Nil
<b>Primary function:</b>	

The Law Enforcement Officer (Ranger) works within Council's Law Enforcement Section and assists in the implementation of the unit's outcomes in line with Council's procedures, policies, and legislative requirements. Reporting to the Coordinator of Law Enforcement, Investigations and Security, the Ranger is an authorised officer pertaining to relevant Council policies and procedures and regulations under the Local Government Act 1993, Impounding Act 1993, Roads Act 1993, Australian Road Rules, Companion Animals Act 1998, and Protection of the Environment Operations Act 1997.

This position participates in an on call and after hours duties roster.

### Person Description:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

### The Law Enforcement Officer (Ranger)

- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Has strong interpersonal and customer service skills with a demonstrated ability to manage demanding situations.

### Responsibilities and duties:

Responsibilities		Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> </ul>
Best Practice and Benchmarking	Support the team to achieve excellence through the establishment, management and monitoring of systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> <li>• Continued improvement plan is created and implemented to ensure expectations/legislation and guidelines are upheld.</li> </ul>
Governance and Risk	Enforce, investigate and manage non-compliance.	<ul style="list-style-type: none"> <li>• Inspect, identify, and document the extent of non-compliance and issue infringement notices in accordance with the relevant Acts and Council issued Orders including but not limited to –               <ul style="list-style-type: none"> <li>○ Parking Control</li> <li>○ Dog Control</li> <li>○ Cattle Impounding</li> <li>○ Enforcement of regulations (abandoned vehicles, public spaces, community nuisance/amenity, environmental pollution etc.),</li> <li>○ City Safe program CCTV</li> </ul> </li> <li>• Investigation of offences, taking of statements and preparation of briefs of evidence.</li> <li>• Attendance at Court and giving of evidence.</li> <li>• Research and information gathering</li> <li>• Handling &amp; impounding stray animals</li> </ul>

Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> <li>• Establish and maintain a service delivery strategy that is agreed with the Director and reported monthly.</li> <li>• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.</li> <li>• Provide guidance, advice and coordinate requests for further information.</li> <li>• Enhance your knowledge base.</li> <li>• Drive a customer service approach in all internal and external interactions.</li> </ul>
People		<ul style="list-style-type: none"> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions</li> <li>• Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers.</li> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> <li>• Be available to take on other roles as required (e.g. in leave periods).</li> </ul>
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> <li>• Initiate utilisation of technology to ensure single source of the truth</li> <li>• Network with peers and other industries to continue to generate business improvements.</li> </ul>
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> <li>• Provide clear concise information.</li> <li>• Implement high level conflict resolution and negation skills.</li> <li>• Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours.</li> <li>• Support and provide advice for Corporate Governance, Risk Management, and People &amp; Safety where required.</li> </ul>

The incumbent of this position is supervised by and reports to the Coordinator of Law Enforcement, Investigations & Security. The position is required to inspect, identify, and document the extent of non-compliance and issue infringement notices in accordance with the relevant Acts and Council issued Orders.

### **Designated Person**

This position satisfies Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

## **Position of Trust**

This position has been identified as a Position of Trust based on the duties and responsibilities of the position. Confidentiality is imperative for this position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.


## **Entry Level Qualifications: Skills and Experience**

### **Qualifications, certificates and licences**

- Certificate IV in Local Government (Regulatory Services) or associated field (or a willingness and commitment to obtain qualification within 18 months of commencement).
- Eligible to obtain a Tranquiliser Firearms Permit (in accordance with the NSW Police Force Firearms Registry).
- Eligible to obtain prohibited weapons permit.
- General Construction Induction Card (White Card)
- First Aid Certificate
- Certified Identifier (Microchips) for Companion Animals
- Current Class C Driver's Licence.

### **Experience, skills and knowledge**

- Competence in the interpretation and application of legislation but not limited to:
- Companion Animals Act 1998.
- Local Government Act 1993.
- Impounding Act 1993.
- Sound understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position.
- Sound working knowledge of Infringement Management Processing System (IMPS).
- Ability to apply high level investigative techniques in response to customer complaints.
- Demonstrated animal handling skills.
- Demonstrated competence in high level written communication with the ability to prepare reports and collect and compile legal evidence for court proceedings.
- Demonstrated competence relating to parking regulations (Australian Road Rules).
- Demonstrated knowledge of the Infringement Management Process System.
- Demonstrated competence to work in a team environment, prioritise workloads and work unsupervised.
- Strong oral communication skills and an ability to communicate effectively in conflict situations and manage these dealings.
- Proven high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Demonstrated experience in the delivery of effective high-level customer service
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.
- Extensive experience in managing workloads to comply with tight deadlines in a high-pressure work environment with a high volume of work.

- Demonstrated computer literacy, including word processing, excel and maintaining corporate records including Council information management software (such as Authority, Content Manager and BIS).
  - Demonstrated commitment to ethics, probity and transparency in decision making.
  - Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.
  - Current immunisation against Hepatitis A & Hepatitis B, Q Fever and Tetanus or a willingness to participate in an immunisation program.
  - Competence in operating 4WD vehicles. (desirable)
  - Ability to complete self-defence training course. (desirable)
  - NSW Boat License (desirable)
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## SKILLS STEPS

### STEP 1

- 1.1 Carry out research to find owners of impounded items: dogs, stock, vehicles.
- 1.2 Capture and impound animals.
- 1.3 Maintain paid parking machines.
- 1.4 Organise euthanasia of animals.
- 1.5 Respond to notifications of stray stock.
- 1.6 Organise sale of impounded stock.
- 1.7 Issue of standard correspondence.
- 1.8 Organise impounding of vehicles.
- 1.9 Notify police of impounded vehicles.
- 1.10 Organise disposal of vehicles.
- 1.11 Use infringement issuing systems (PINFORCE)
- 1.12 Negotiate outcomes with residents/complainants/owners
- 1.13 Source additional help for dangerous situations eg vets

### STEP 2

- 2.1 Provide statements for appealed notices
- 2.2 Issue infringement notices
- 2.3 Establish co-operative arrangements with other organisations eg RSPCA, police
- 2.4 Enforce council regulations and by-laws
- 2.5 Enforce government regulations and by-laws
- 2.6 Monitor and care for impounded animals
- 2.7 Maintain pound structures, grounds and associated facilities
- 2.8 Regulate behaviour in public places

### STEP 3

- 3.1 Ability to represent Council at legal proceedings
- 3.2 Maintain knowledge of applicable legislation
- 3.3 Capture and impound dangerous animals
- 3.4 Provide information and advice on rights and responsibilities
- 3.5 Investigate breaches of legislation
- 3.6 Produce dog attack reports for approval of coordinator.

### STEP 4

- 4.1 Develop and implement promotion and awareness strategies
- 4.2 Assist in the euthanasia of animals
- 4.3 Implant microchips
- 4.4 Ability to conduct education campaigns - public education campaigns
- 4.5 Process CCTV applications and download footage.