

POSITION DESCRIPTION	
Title:	City Regulation Officer
Group:	City Development
Reports to:	City Regulation Supervisor
Grade:	13
Hours:	38 hours per week over 7 day rotating roster, including weekends and out of hours call outs.
Vehicle:	Yes
Pre-placement Medical:	Required
National Criminal Check:	Required
WCCC Check:	Required
Date Developed:	September 2019

Position Purpose
<p>To promote best practice by administering and adhering to Council's policies, guidelines and standards when responding to allegations of unlawful activity.</p> <p>Adopt a risk based approach to compliance and enforcement activities whilst prioritising where the risks are greatest and escalating regulatory intervention where non-compliance is willful, persistent or more serious.</p> <p>Enforce the Acts and Regulations within Council's jurisdiction to maintain public health and safety, protect the environment and preserve the good order and amenity of the City, through the application of a number of enforcement tools and strategies.</p>
Qualifications and Experience
<i>(Minimum required/essential for success in the job)</i>
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Completed or currently enrolled in Certificate IV Local Government (Regulatory Services) or equivalent qualifications in law enforcement / investigations. • Demonstrated understanding and practical working knowledge in an enforcement environment, with the ability to interpret and apply relevant legislation. • Demonstrated knowledge and experience in administering companion animal legislation, including animal handling skills.

- Demonstrated organisational, project and time management skills with the ability to manage competing priorities and fluctuating workloads.
- Demonstrated ability to handle difficult situations through effective negotiation and conflict resolution.
- Ability to work unsupervised as well as in a team environment.
- Experience in applying initiative and problem solving skills to achieve outcomes.
- Excellent written, literacy and numeracy skills.
- Proven experience and commitment to excellent customer service with the ability to communicate calmly and effectively with a diverse range of people.
- Capable of working within the physical requirements of the position.
- Current Class C Driver's Licence.
- WHS General Induction for Construction (White Card).
- Ability to pass a National Police History Check.
- Possess a "Working with Children Check" Clearance in accordance with the 'Child Protection (WWC) Act 2012'.
- Experience in contributing to improvements to a quality management system or suggestions for other business improvement.

Desirable:

- Experience enforcing NSW Road Rules utilising handheld technology.
- Experience in the administration and preparation of Statutory Notices, Orders and Briefs of Evidence.
- Experience in representation in legal proceedings pertaining to enforcement action.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Compliance and enforcement strategies and programs are an integral part of being responsive to the needs of the community, particularly in matters that go against the standards expected by the community, and the requirements imposed by law.

At all times administer and enforce compliance in an ethical and equitable manner, achieved through effective detection, investigation and resolution of matters in accordance with legislation conferred upon Council and delegated to the incumbent position holder.

Provide compliance and regulation services to Council by the following:

- Exercise Council's regulatory functions when addressing allegations of unlawful activity, ensuring the appropriate and correct use of statutory provisions in accordance with Council's adopted Compliance and Enforcement Policy.

- Undertake proactive and reactive patrols of Council's area of operations to ensure compliance with Council and community expectations, in accordance with relevant laws and delegated authority. Activities may include the regulation of:
 - unauthorised events
 - obstructions on roads / footpaths and nature strips
 - companion and other animal management, including animal control duties
 - advertising signs and structures
 - pollution and sediment control
 - overgrown and unhealthy premises
 - parking and school patrols
 - construction noise and consent conditions
 - heavy vehicles and insecure loads
 - land use
 - parks, reserves, beaches and crown land
 - abandoned vehicles and articles
 - tree preservation
 - rubbish dumping and littering
 - Underground petroleum storage systems inspections
- Prepare and present evidence in the Local, District and Land and Environment Court on behalf of Council.
- Issue Penalty Infringement Notices, NOI's & Orders and other statutory documents under the legislative provisions administered by Council and in accordance with Council's Compliance and Enforcement policy.
- Contribute to the establishment, maintenance and review of business processes and local work practices to ensure consistency is maintained.
- Prioritise and plan work to provide outcomes within agreed and statutory timeframes.
- Work within a team environment to adequately address areas of concern as required.
- During inclement weather, adhere to provisions of Work, Health and Safety, including compliance with procedural and personal safety instructions, dress code and conduct regulations commensurate with the requirements of the role.
- Comply with all reasonable requests and directions of management whilst employed by or acting on behalf of Council. This includes the undertaking of other tasks (within the position holder's capability) that may be allocated from time to time.
- Act in the position of City Regulation Supervisor as required.
- Identify training and development opportunities to build professional expertise.

Customer Service

- Provide exceptional customer service, including community consultation.
- Respond to customer complaints in a professional, efficient and mediation manner.

- Educate the community on compliance, legislation and regulation issues.
- Liaise and consult with internal and external customers.
- Develop and maintain internal relationships and provide assistance to Council staff as required.
- Prioritise and respond to high level requests promptly and professionally and refer or escalate matters appropriately.
- Adhere to the requirements set out in Council's Customer Service Charter, to ensure that quality customer service standards are maintained and that duties are carried out in an efficient, effective, timely and courteous manner.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.