

## Position Description

Position Title	Senior/Local Law Officer
Directorate	Community Strengthening
Department/Business Unit	Community Amenity
Team	Community Compliance
Classification	Band 5 / Band 6 (seniors) SCSs or Band 5 Officers
Date	July 2023

<b>Reports to:</b>	Coordinator Community Compliance
<b>Supervises:</b>	(Band 5) Nil / (Band 6 – Seniors) SCSs or Band 4 Officers
<b>Internal Liaison:</b>	Manager Regulatory Services, Director City Planning, Design & Amenity, Coordinator Community Compliance, Parking, Animal Rangers, Planning Compliance, Environmental Health Officers, Administration, and the Municipal Building Surveyor.
<b>External Liaison:</b>	Victoria Police / Courts, Residents / Landowners, Businesses / General Public, State Government agencies i.e., EPA, Melbourne Water.

### Position Objectives

Your primary purpose in this position is to:

- Contribute to the maintenance and improvement of community compliance and environmental standards within the municipality, through the enforcement of legislative controls relating to Land use, Public Health, Local Law activity, Animal Control, Fire Prevention, School Crossing Supervision and Public Safety.
- To provide advice and assistance to members of the Community and General Public in regard to policies and legislation governing; Litter and the Environment, Council Local Laws, Fire Prevention, Animal Control, commercial use of Public space and matters of Public Safety.
- Band 6 Senior Local Laws Officers assist with the coordination of Council's School Crossing Supervisor service.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position.

#### Band 5 Officers

- Relevant Degree or Diploma course with little or no relevant work experience or through lesser formal qualifications [e.g., Certificate IV in Local Government or equivalent] combined with significant experience evidenced from a portfolio of work that demonstrates competence in conducting investigations, preparation of reports and briefs of evidence.
- Demonstrated advanced application of professional or technical knowledge including relevant Regulatory Services Codes of Practice, Acts, Regulations, and knowledge acquired through relevant experience to solve complex / technical problems using creativity / originality as well as ensuring compliance with and enforcement of the Local Government Act, Animal Management legislation and other legislation related to local government.
- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees, so as to achieve specific and set objectives of the Community Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- When providing direct support and assistance to more senior Regulatory Services employees an understanding is required of the role and function of these employees as well an understanding of the long-term goals of Regulatory Services and appreciation of the goals of Council.
- Advanced interpersonal, oral & written communication skills, delivering Community Compliance services, writing supplementary reports in their field of expertise, and preparing specialised external correspondence. This includes when Senior Council Rangers are required to assess the performance of tasks by SCSs and provide written reports on those assessments.

## Band 6 Officers

- Relevant Degree or Diploma course with some relevant experience or through lesser formal qualifications combined with substantial relevant experience, or through substantial relevant experience in the field of specialist expertise evidenced from a portfolio of work that demonstrates advanced competence and proficiency in conducting investigations, preparation of reports and briefs of evidence.
- Demonstrated extensive specialised application of professional and technical knowledge including relevant Regulatory Services Codes of Practice, Acts, Regulations related to local government, through methods, procedures and processes developed from theory or precedent, including improving and/or developing methods and techniques generally based on previous experience.
- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Community Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- Supervision of staff requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Expected to write primary reports in their field of expertise and to prepare specialised external correspondence, including submissions and reports. This includes when Senior Council Rangers are required to assess the performance of tasks by Band 5 officers and SCSs and provide written reports on those assessments.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☒ ongoing First Aid and CPR (specify) including:
  - ☒ Provide First Aid (Level 2)

## **Position Specific Responsibilities & Skills**

In this position, you are responsible for:

<u>Local Laws</u> <u>[primary]</u>	<ul style="list-style-type: none"><li>• As part of a team and within allocated work plans, monitor and patrol streets, parks and other public areas in the municipality to ensure compliance with Local Laws.</li><li>• Assist with administration, enforcement, and supervision of Council's Local Laws Permit program.</li><li>• Receive, investigate and where necessary issue court proceedings for alleged breaches of the Local Laws and other relevant legislation.</li></ul>
<u>Animal Control</u> <u>[secondary]</u>	<ul style="list-style-type: none"><li>• As part of a team and as directed within allocated work plan, monitor and patrol streets, and other areas in the municipality to ensure compliance with Domestic Animals Act.</li><li>• Receive, investigate and where necessary issue court proceedings for alleged breaches of the Domestic Animals Act.</li></ul>
<u>Fire Prevention</u>	<ul style="list-style-type: none"><li>• Conduct specific inspections pertaining to Fire hazards.</li><li>• As directed by Codes of Practice, prepare and issue Compliance or Infringement Notices and/or court proceedings for alleged breaches.</li></ul>
<u>Parking Control</u>	<ul style="list-style-type: none"><li>• Monitor and patrol on a regular basis, all streets in the municipality to ensure compliance with Road Safety (Road Rules) Regulations 1999 and related Local Laws.</li></ul>
<u>School Crossings</u>	<ul style="list-style-type: none"><li>• Assist with daily monitoring of School Crossing Supervisor activity, to ensure timely attendance at crossings and safe conduct of children across roads.</li></ul>
<u>Senior Officers</u> <u>(Additional Responsibilities)</u>	<ul style="list-style-type: none"><li>• Assist with the design, development and delivery of Council's Community Education programs and Business Plan and associated programs.</li></ul>

	<ul style="list-style-type: none"> <li>• Undertake annual performance assessments of School Crossing Supervisors (SCS).</li> <li>• Assist in developing and maintaining effective relationships with schools, to maximise safety of children using crossings.</li> <li>• Receive and act upon reports concerning breaches of Road Safety (Road Rules) Regulations, at crossings.</li> <li>• Assist the Coordinator in reviewing relevant sections of Council's Regulatory Services Code of Practice.</li> </ul>
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## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children</li> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

- This role may be subject to work related contact outside of normal business hours.

### Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical exertion
- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position	Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **Band descriptors** *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

### **Accountability and Extent of Authority**

The position is directly held responsible for:

All Local Laws Officers are directly accountable for ensuring:

- The quality and effectiveness of their work to meet key performance indicators including completing allocated notices, actions, and correspondence to meet corporate and statutory obligations within agreed time limits.
- Compliance with the relevant Acts, policies, procedures, practices, and systems, including maintaining a current knowledge of rapidly changing legislation and associated codes.
- Undertaking patrols and School Crossing supervision duties in a range of weather conditions, including severely inclement weather conditions.
- Dealing with issues in a courteous, firm, fair and reasonable manner in circumstances which, at times, can be challenging or difficult to manage.

#### Band 5 Officers

- When:
  - providing information to / regulating clients,
  - supporting / providing information to more senior members of the Community Compliance unit,
  - contributing to the development / implementation of regulatory systems; and
  - making recommendations wherever appropriate to improve work processes and/or customer service delivery,

the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior Regulatory Services staff and a regular reporting mechanism to ensure adherence to plans.
- The freedom to provide specialist advice to and regulate clients is subject to close supervision or clear guidelines set by more senior Regulatory Services staff.
- The effect of decisions and actions taken on individual clients in this regard may be significant, but the decisions and actions are always subject to appeal or review by the Coordinator Community Compliance or more senior Regulatory Services employees.
- The freedom to provide direct support and assistance to senior Regulatory Services employees is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

#### Band 6 Officers (Seniors)

- Assisting the Coordinator including but not limited to:
  - mentoring and providing leadership to other team members,
  - ensuring effective and efficient liaison with all stakeholders,
  - enforcement of the Local Law and other Regulatory requirements,
  - participating in the development and implementation of systems, making recommendations to improve work processes / customer service delivery, including within the team.; as well as
  - supervising designated SCS, and where applicable, Band 5 Officers,
- Providing specialist advice to and regulating clients as well as giving support to more senior Regulatory Services employees where the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients in this regard may be significant, but it is usually subject to appeal or review by more senior employees.
- The freedom to supervise employees is governed by clear objectives and/or budgets, with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken in this regard is usually limited to the quality or cost of the Regulatory programs and projects being managed.
- When providing formal input into the development of Regulatory policies, systems, and processes, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy, systems, and process development.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

### Band 5 Officers

- The objectives of the work are usually well defined and involves solving problems, using procedures regulations, policies and guidelines and the application of professional or technical knowledge, making independent decisions associated with day-to-day activities. This includes, but is not limited to, applying sound judgement when:
  - selecting the degree of enforcement to be applied in any given situation, considering the circumstances of each situation to maximise voluntary compliance wherever possible; and/or
  - diffusing difficult situations, including effectively managing aggrieved and sometimes aggressive customers.in order to achieve satisfactory outcomes with individual customers or ensure cases which proceed to prosecution are legally sound.
- Provide feedback wherever appropriate to improve work processes/customer service, within the team.
- Problems are occasionally of a complex or technical nature and should be discussed with the coordinator before action is taken, in order to ensure compliance with relevant legislation, regulations, procedures and policies. Solutions will not necessarily be related to previously encountered situations and therefore some creativity and originality is required.
- Guidance and advice are always available from the Coordinator Community Compliance and Senior Officers as necessary, particularly where significant deviations from standard operating procedures or protocols may occur.

### Band 6 Officers (Seniors)

- The nature of Senior Officers' work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience and problem solving may involve the application of these techniques to new situations.
- Participating in the development and implementation of systems, making recommendations to improve work processes / customer service delivery, including within the broader team.
- Guidance and advice would usually be available from the Coordinator Community Compliance and Senior Officers.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

### Band 5 Officers

- Significant experience in Regulatory enforcement evidenced through a portfolio of work that demonstrates competence and proficiency in compiling and submitting concise daily Patrol Records, conducting investigations, preparation of reports and briefs of evidence understanding the relevance of precedents, and previous decisions.
- When monitoring and coaching SCSs an understanding is required of additional technology, procedures and processes used in relation to these staff.
- Interpreting Acts and Regulations and other relevant Legislation also requires an understanding of the underlying principles involved as distinct from the practices. This includes where officers are assigned specialist portfolios within Community Compliance.
- When providing direct support and assistance to more senior Regulatory Services employees an understanding is required of the role and function of these employees as well an understanding of the long-term goals of Regulatory Services and appreciation of the goals of Council.

### Band 6 Officers (Seniors)

- Proficiency in the application of theoretical or scientific Regulatory disciplines, including the underlying principles as distinct from the practices, evidenced through a portfolio of work that demonstrates advanced competence conducting complex investigations, preparation of detailed reports, and briefs of evidence including presentation of these where and as appropriate.
- Interpreting Acts, Regulations and other relevant Legislation requires a comprehensive understanding of the underlying principles involved as distinct from the practices. This includes where officers are assigned specialist portfolios within Community Compliance.
- When formally representing Regulatory Services, an understanding of the long-term goals of Regulatory Services and of the relevant policies of both Regulatory Services and Council is required.
- When supervising SCSs or Band 5 Officers a comprehensive understanding is required of additional technology, procedures and processes used in relation to these staff, including to assess the performance of tasks by Band 5 officers and SCSs and provide written reports on those assessments.

## Management & Interpersonal skills

The essential position requirements include:

### Band 5 Officers

- Ability to gain cooperation and assistance from clients, members of the public and other employees, in the administration of usually well-defined objectives and activities including:
  - regular communication with other Council Officers, community members and Councillors to receive service requests and provide feedback on outcomes.
  - coaching SCS, where applicable and as required.
  - detailed communication with other agencies including Police, Government departments and other Councils in relation to supporting enforcement activity.
- Have a basic knowledge of personnel practices and be able to provide other employees with on-the-job training and guidance if required.
- Preparation of routine correspondence and provision of written reports to team leader regarding routine investigations undertaken.
- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Community Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- Expected to write supplementary reports in their field of expertise and to prepare specialised external correspondence. This includes when senior officers are required to assess the performance of tasks by SCS and provide written reports on those assessments.
- When coaching other employees an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development is required.

### Band 6 Officers (Seniors)

- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Community Compliance Unit in the most efficient way possible, within the resources available and within a set timetable.
- Ability to gain cooperation and assistance from clients, members of the public and other employees, in the administration of defined activities, and in the supervision of other employees, including:
  - the supervision of designated SCS, and applicable band 5 Officers where required,
  - complex communication with other agencies including Police, Government departments and other Councils in relation to supporting enforcement activity.
- Expected to write primary reports in their field of expertise and to prepare specialised external correspondence, including submissions and reports. This includes when Senior officers are required to assess the performance of tasks by SCS and provide written reports on those assessments.
- When supervising other employees an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development is required.
- Must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

## Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
<b>Prepared by</b>	Mel White		
<b>Manager</b>	Luke Mullen		
<b>Director</b>	Jody Bosman		
<b>Occupant</b>			



### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

