

Position Title	Senior / Local Law Officer
Directorate	Community Strengthening
Department	Community Compliance & Amenity
Team	Community Compliance
Classification	Band 5 / Band 6 (seniors)
Date	September 2025
Reports to:	Coordinator Community Compliance
Supervises:	(Band 5) Nil / (Band 6 – Seniors) – Band 5 Officers or School Crossing Supervisors [SCS]
Internal Liaison:	All Council Staff – all areas
External Liaison:	EPA, Victoria Police, Courts, Residents / Landowners & Businesses / General Public, Other State Government agencies, Other LGA's

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 Animal Control, Land use, Public Health, Local Law activity, 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 Council Rangers assist with the coordination of Council's School Crossing Supervisor service and development / implementation of Council's Domestic Animal Management Plan (DAMP).

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 Animal Management 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 Community Amenity employees an understanding is required of the role and function of these employees as well an understanding of the long-term goals of Community Amenity 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 SCS 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) (Band 6-Senior)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Local Laws [primary]	• 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 as well as assisting in the implementation of Council's DAMP. • Receive, investigate and where necessary issue court proceedings for alleged breaches of the Domestic Animals Act. <u>All Local Laws Officers are directly accountable for ensuring:</u> • 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.
Animal Control [secondary]	• 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.

	- Assist with administration, enforcement, and supervision of Council's Local Laws Permit program. - Receive, investigate and where necessary issue court proceedings for alleged breaches of the Local Laws and other relevant legislation.
Fire Prevention	Conduct specific inspections pertaining to Fire hazards. As directed by Codes of Practice, prepare and issue Compliance or Infringement Notices and/or court proceedings for alleged breaches
Parking Control	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.
School Crossings	Assist with daily monitoring of School Crossing Supervisor activity, to ensure timely attendance at crossings and safe conduct of children across roads
Working out of Hours	- This position may require participation in an on-call, or availability where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. - If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

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.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives.

Child Safety	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	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.
Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	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.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>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</i>		☐	☐	☐	☒
Team based work – <i>works in a team of people and not exposed to isolation</i>		☐	☒	☐	☐
Communicating with others – Verbally		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☐	☒
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☐	☒
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☐	☒
Emotional resilience – 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		☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☐	☒

Physical Requirements

- ☒ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment.
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
Kneeling – To lower the body		☐	☒	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☐	☒	☐
Reaching – Extending arms out in any direction		☐	☐	☒	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☐	☐	☒	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☐	☐	☒	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☐	☒	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☐	☒
5.1 – 10kg		☐	☐	☒	☐
10.1 – 15kg		☐	☒	☐	☐
15.1 – 20kg		☐	☒	☐	☐
Lift floor to hip		☐	☒	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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:

Band 5 Officers

- The freedom to act is governed by clear objective and/or budgets, frequent prior consultation with more senior Community Amenity staff and a regular reporting mechanism to ensure adherence to plans.
- The freedom to provide specialist advice to and regular clients is subject to close supervision or clear guidelines set by more senior Community Amenity staff.
- The effect of decisions and action 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 Community Amenity employees.
- The freedom to provide direct support and assistance to senior Community amenity 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)

- Providing specialist advice to and regulating clients as well as giving support to more senior Community Amenity 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 work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

Band 6 Officers:

- The nature of the 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.
- Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

Band 5 Officers:

- Those in this Band require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- Support employees also require an understanding of the role and function of the senior employees to whom they provide support an understanding of the long-term goals of the unit and appreciation of the goals of the organisation.

Band 6 Officers:

- All positions require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

Management & Interpersonal skills

The essential position requirements include:

Band 5 Officers:

- Require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where supervision is part of the job, the position 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.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of other employees where appropriate.
- Expected to write reports in their field of expertise and/or to prepare external correspondence.

Band 6 Officers:

- These positions require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- All employees in this Band must also 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

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

	Name	Signature	Date
Occupant			

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.

