

Community Laws Officer



Position Description

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POSITION NO:	930165
DIRECTORATE:	Communities
DEPARTMENT:	Safer Communities
SECTION:	Safer Communities
STATUS:	Fulltime
CLASSIFICATION:	Band 5
OCCUPANT:	Vacant
LOCATION:	Civic Centre, Frankston
APPROVED BY:	Director Communities
DATE:	September 2024
POSITION OBJECTIVE(S)/GOAL(S):	
To ensure Council's obligations and responsibilities with regard to the community's compliance with State legislation and Local Laws are met and to assist in achieving the desired outcomes contained within the Council Plan in relation to Community Safety.	

KEY OUTCOMES AND RESPONSIBILITIES:

1. Investigations

Investigate enquiries and complaints, promote compliance and where necessary enforce the requirements of relevant legislation and regulations

2. Pro-active Duties

Conduct general public safety patrols throughout the municipality as required and action statutory breaches in accordance with legislation regulations in a timely manner

3. Customer Service

Respond to enquiries, complaints, appeals and general correspondence from internal and external stakeholders within Council timelines and standards

4. Record Keeping

Maintain appropriate records in relation to Infringement Notices and Notices to Comply.
Maintain accurate and detailed daily notes and records in accordance with Councils policies and procedures for the purposes of reports, statements and court processes

5. Animal Handling

Undertake the collection of lost/stray animals within Councils timelines and standards

6. School Crossing Supervisor

To provide supervision and ensure the safety of children and the general public using school crossings in accordance with Council regulations and requirements of relevant legislation

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston 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 harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: YES NO

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: YES NO

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: YES NO

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	Senior Safer Communities Officer
Supervises:	May be asked to assist with training of new officers and students
Internal contacts:	All Council Departments / Staff
External contacts:	General Public, Ratepayers, Officers of other Municipalities, Community Groups, Cranbourne Pound, VicRoads, Registrar of the Infringements Court, Victoria Police

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- The quality and accuracy of information provided to internal and external stakeholders
- Accurate, timely, well produced reports, briefs of evidence, associated correspondence and statistical data in accordance with legislative requirements and Council policies
- Provide specialist information and advice to internal and external stakeholders
- Meeting agreed priorities and performance standards and adhering to schedules and deadlines

The incumbent has the following delegations:

- Undertake enforcement action in relation to breaches of relevant legislation regulations and Local Laws including the issuing of permits and infringements

The incumbent is accountable for:

- Exercising delegated authorities appropriately and in accordance with the relevant Instrument(s) of Delegation and legislation, as set out in the specific Instrument of Appointment and Authorisation, once signed by the Chief Executive Officer
- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Provide professional advice and support on a range of enforcement and compliance issues to residents
- Issuing permits and infringements in accordance with Departmental policies and procedures and relevant legislation
- Where matters may potential present a risk to the community or damage to the representation of Council the incumbent must escalate to the Senior Safer Communities Officer and Coordinator Safer Communities
- The work is performed within specific guidelines with some scope to exercise discretion

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Demonstrated investigative and analytical skills
- Ability to prepare documentation and briefs of evidence for prosecution
- Technological skills to fulfil the requirements of the position including animal handling

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Ability to set priorities, plan and organise one's own workload in order to achieve objectives within a set timeline
- Handle a variety of complex tasks and be able to undertake multiple projects concurrently with minimal supervision
- Experience in the application of legislation, regulations, and local laws

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Excellent written and verbal communication and presentation skills
- Ability to diffuse difficult situations with tact and diplomacy
- Ability to gain cooperation and support from internal and external stakeholders
- Ability to work with and contribute to the overall team in a positive and helpful manner

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Proven experience in regulatory, enforcement or similar role
- Experience in dealing with conflict and challenging situations.
- Current Victorian Driver Licence
- Hold a minimum Certificate IV in Animal Control and Regulation or have the applicable industry experience or other relevant qualification.
- Ability to apply legislation relevant to Local Laws, Victorian State Legislation and enforcement.
- Experience in the using a variety of computer software programs, including Microsoft Office Suite

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. High level of verbal and written communication skills
2. Effective time management skills and the ability to prioritise the workload
3. Demonstrated ability to deal with conflict and challenging situations
4. Excellent communication and interpersonal skills
5. Current Victorian Drivers Licence
6. Minimum of Certificate IV in Animal Control and Regulation or have the applicable industry experience or other relevant qualification
7. Ability to interpret and apply relevant legislation, regulation and Local Laws
8. Experience in the use a variety of computer software programs, including Microsoft Office Suite
9. Ability to investigate complex matters and identify and collect evidence in a timely and effective manner

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving Car	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: