

Position Title:	Civic Compliance Officer (Local Law & Animal Management)
Classification:	Band 5
Business Unit:	Civic Compliance
Reports to:	Coordinator Civic Compliance
Status:	Full Time
Approved by:	Manager Community Safety and Compliance
Reviewed:	July 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

Position Description

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Community Wellbeing;
- Customer and Corporate Affairs;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

To administer the relevant Acts, Council's Local Law, Procedures and Policies to a consistent standard through the municipality and in a courteous, and reasonable manner.

4. Working Relationships

Within the organisation, the Civic Compliance Officer is required to liaise to liaise with all levels of staff across the Community Safety and Compliance team and across the organisation.

Externally, the role may include liaison with the Magistrates Court, Victoria Police, RSPCA, other councils and relevant agencies, and the general public.

5. Key Responsibilities

Local Laws, Domestic Animals and other Legislation

- To take responsibility for compliance with the provisions of the Local Government Act, Council's Local Law, Domestic Animals Act and other relevant Acts and Regulations.
- Ensure compliance with the required standard and ensure initial and follow up inspections are carried out as directed.
- To attend to out of hours complaints from the public in respect of matters relating to the Local Government Act, Council's Local Law, Domestic Act, Road Safety Act, Road Rules Victoria and other relevant Acts and Regulations.
- To initiate the necessary action, where notices are issued for non-compliance under the provisions of the Local Government Act and Council's Local Law within the specified time.
- To appear as informant for prosecutions instituted by Council and to act as prosecuting officer as and when required.
- To carry out an annual door knock pertaining to animal registrations.
- To patrol, and if necessary, enforce on and off leash areas in public places and parks in the knowledge that the critical timing for enforcement can be outside 8am to 5pm.

Teamwork

- To assist in on the job training and carry out relief duties for School Crossing Supervisors, Traffic Management Officers and other Civic Compliance team members.

Administration

- To issue permits and supervise the placement and conditions of those permits by authorised permit holders' within the municipality.
- To maintain proper records of all investigations undertaken and to ensure that the Manager Civic Compliance is kept informed of all activities and investigations undertaken.
- To assist in the investigation and reporting upon complaints received which relate to the provisions of the Local Government Act, Council's Local Law, Domestic Act and other relevant Legislation pertaining to Council matters.
- To maintain a day by day after hours complaints records.
- To competently attend to counter and telephone enquiries and complaints from members of the public.
- To from time to time carry out other administrative duties as directed by the Civic Compliance Coordinator.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Civic Compliance Officer:

This position is accountable for the interpretation and application of relevant Acts, Regulations and Local Laws. The objectives of the work are well defined with the freedom to act, limited by established standards and procedures.

This position is authorised to/responsible for the following:

- To be authorised under the provision of the Local Government Act, Council's Local Law, Road Traffic Act, Road Rules Victoria, Litter Act, Domestic Animals Act and other relevant Legislation.
- To be authorised under the provisions of the Crown Lands Act.

The performance of this position will be evaluated on:

- The proper administration and enforcement of Animal Management, Traffic, Local Laws and other relevant legislation.
- The officers' ability to enforce local laws, procedures and policies in a courteous and reasonable manner.
- Demonstrate successful animal management skills and OH&S obligations of the position.

Position Description

The duties performed by this position must comply with statutory requirements, Council policies and Key Performance Indicators as set.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Civic Compliance Officer:

- The incumbent will be required to use their knowledge and experience to assess situations and act appropriately.
- Some problem solving will be required.
- Guidance and advice may be sought.

5.4 Management Skills

The following describes managerial skills required by the Civic Compliance Officer:

- Must be able to manage one's own time and prioritise work having regard to the needs of the department and the organisation.

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Civic Compliance Officer:

- Excellent communication skills – written and oral.
- Proven ability to liaise with members of the public, residents and other council staff.
- Good negotiation and persuasive skills required.

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Civic Compliance Officer:

- Have knowledge of or a willingness to learn the Local Government Act, Road Safety Act, Road Rules Victoria, Litter Act, Domestic Animals Act and other relevant Legislation.
- Be able to cope with stressful situations.
- Be willing to carry out regular out of hours duties.
- Be able to exhibit courtesy, tact and diplomacy when dealing with the public.

5.7 Qualifications and Experience:

Essential

- Current driver's licence (vehicle).
- Relevant skills and experience in a similar role.
- Excellent customer service skills.
- Working with Children Check.

Desirable

- Current First Aid Certificate.
- Certificate IV in Animal Control & Regulation.
- Certificate IV in Government - Statutory Compliance.

6. Performance Review

The Civic Compliance Officer will be required to participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives, and reviewing and assessing achievements on a regular basis.

The Civic Compliance Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Current driver's licence (vehicle).
- Relevant experience in a similar role.
- Ability to enforce local laws and policies in a courteous, tactful and reasonable manner.
- Ability to cope with stressful situations.
- Excellent communication skills written and oral.

Desirable

- Current First Aid Certificate.
- Certificate IV in Animal Control & Regulation.
- Certificate IV in Government - Statutory Compliance.

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check, Working with Children Check, and Pre-employment medical.
- Victorian Drivers Licence is mandatory.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.
- In accordance with Council's COVID-19 Protective Behaviours Policy, the incumbent will need to demonstrate evidence of approved COVID-19 vaccinations or authorised medical exemption.