

# Role Description



**Position Title**      **Investigations Officer**

**Position Number**      **ENH139**

## Purpose of Role

To fulfil an expert customer service, educational and regulatory enforcement role as part of a team responsible for the investigation and resolution of local laws and animal management complaints and issues.

## Specific Responsibilities

- Apply specialised knowledge relating to technical aspects of local laws and animal management first response, investigations and service delivery standards.
- Undertake and guide appropriate local laws and animal management first response activities and investigations and expeditiously resolve customer requests to the required standard.
- Provide advice, direction and solutions to the community in relation to breaches of relevant legislation.
- Provide high quality reports and briefs of evidence to management and represent the Council before the Magistrates Court and Tribunals as required.
- Provide input into the development of departmental procedures and processes to support continual improvement and efficiency.
- Participate in the Local Laws and Animal Management After Hours and On-Call programs as required.

## Work Experiences and Skills - essential

- Demonstrated specialist experience working with animals and undertaking investigations.
- Demonstrated experience relevant to the interpretation and enforcement of legislation.
- Highly developed interpersonal communication and team building skills communicating and motivating effectively at all levels of the organisation and contributing to a positive work environment with a strong focus on provision of quality customer service.
- Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.

## Academic, Trade Qualifications and other Licences - essential

- Certificate IV in Government (Investigations or Regulatory Services) or other relevant field.
- Current C class driver's licence.

## Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

## Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

## Work Location

You may be required to perform your role from any work location within the region.

## Diversity Undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

## Organisational Expectations

### Our mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focussing on excellence and sustainability.

### Our values

Council proudly upholds the following values in its daily operations with customers, external partners and staff:

- Respect
- Service
- Integrity
- Teamwork
- Sustainability

Respect	Service	Integrity	Teamwork	Sustainability
<i>starting point</i>	<i>this is what we do</i>	<i>how we do it</i>	<i>working together</i>	<i>outcome</i>
<ul style="list-style-type: none"><li>▪ We listen to people</li><li>▪ We treat people fairly and consistently</li><li>▪ We embrace diversity and opinions</li><li>▪ We treat others as we wish to be treated</li></ul>	<ul style="list-style-type: none"><li>▪ We seek to understand the needs of those we serve</li><li>▪ We strive to exceed expectations</li><li>▪ We communicate clearly</li><li>▪ We take a positive approach</li><li>▪ We are proud to serve our community</li></ul>	<ul style="list-style-type: none"><li>▪ We are ethical and honest</li><li>▪ We take responsibility for our actions</li><li>▪ We act within statute and law</li><li>▪ We take pride in the manner in which we perform our duties</li></ul>	<ul style="list-style-type: none"><li>▪ We promote a friendly, supportive work environment</li><li>▪ We inspire and encourage innovation</li><li>▪ We develop and maintain relationships</li><li>▪ We work collectively to achieve common goals</li><li>▪ We work collaboratively with our community and external partners</li></ul>	<ul style="list-style-type: none"><li>▪ We focus on the future</li><li>▪ We respect the environment</li><li>▪ We demonstrate leadership by example</li></ul>