

# Role Description



**Position Title** Ranger Local Laws

**Position Number** ENH226

## Purpose of Role

To carry out local law compliance duties as part of the community response team to assist in achieving departmental objectives.

## Specific Responsibilities

Investigate and resolve requests from the public regarding animals, nuisances, regulated parking, local laws and other community response related matters in a professional manner consistent with organisational standards and regard to powers of entry, conflict resolution and evidence gathering.

Provide excellent customer service, advice, direction and solutions to the community in relation to breaches of legislation and local laws.

Effectively manage customer requests and other tasks within defined timeframes ensuring that all matters are completed and final outcomes are communicated to customers and recorded onto appropriate council databases.

Perform compliance patrols within the region and carry out the relevant legislative compliance action - this will include conducting improved inspection programs and physical patrols of streets, parks and other public areas under council's control.

Participate in council's "After Hours On-Call" service.

Provide reports and briefs to management and council and provide evidence in a court of law regarding investigations as required.

Maintain and develop relationships with internal and external stakeholders that will increase the effectiveness of the team.

In accordance with procedure and when required, issue correspondence, compliance notices and penalty infringement notices for breaches of relevant State Government legislation, local laws and subordinate.

Where required, provide coaching and mentoring to new officers who commence duty within the local law unit.

## Work Experiences and Skills - essential

Good numeracy, written and verbal communication skills sufficient to complete paper work, read safety instructions and plans, and to effectively communicate with the public and team members.

Sound experience in undertaking manual tasks in a safe conscious manner.

Demonstrated industry skills and experience in the application of local laws compliance activities.

Ability to contribute to the work team as an effective team member.

Sound computer skills and the ability to quickly develop competency in operating electronic tools associated with the position, such as Pathway, Objective, Microsoft Office suite, electronic infringement technology and mobile computing devices.

## Academic, Trade Qualifications and other Licences - essential

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 carry out 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>