



POSITION DESCRIPTION

POSITION TITLE:	Compliance and Animal Management Officer				
POSITION NO:	105201	CLASSIFICATION:	Band 5		
DIVISION:	City Sustainability and Strategy				
BRANCH:	Compliance and Parking Services				
UNIT:	Local Laws and Animal Management				
REPORTS TO:	Senior Team Leader Civic Compliance				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- To actively ensure compliance with Council's Local Laws, Domestic Animals Act 1994, Environment Protection Act 2017 (and other relevant legislation within the municipality).
- To undertake investigations, resolve requests, and where necessary take appropriate enforcement action to obtain compliance with the Local Laws, Domestic Animal Act 1994, Environment Protection Act 2017 and other relevant legislation.

- To provide recommendations in obtaining compliance with Council's on-going operations in relation to Local Laws, Footpath Trading, Litter, Animal Management and relevant legislation.
- To provide recommendations in regard to the on-going operations of Yarra's Domestic Animal Management Plan, Yarra's Litter Management Plan and related enforcement.
- To assist with the development of policy recommendations, strategies and programs to support and achieve Council's goals and objectives.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a competitive business culture with an emphasis on customer service and continuous improvement.

The Compliance and Animal Management Officer is part of the Local Laws and Animal Management Team which in turn is part of the Compliance Branch. The Local Laws & Animal Management Team is responsible for ensuring compliance with;

- Council's Local Laws and the permits issued under those local laws
- Public Space Licences pertaining to footpath trading and the Gleadell Street Market
- Domestic Animal Act 1994
- Litter education and enforcement of the relevant legislation pertaining to litter
- School Crossings supervision
- Environment Protection Act 2017
- Road Safety Act 1986
- Road Safety Road Rules 2009
- The Planning and Environment Act 1987
- Other relevant State Legislation.

ORGANISATIONAL RELATIONSHIP

The position reports to	Senior Team Leader Civic Compliance
Internal Relationships:	Management, Public Health Unit, Construction Enforcement, Planning Enforcement Unit, Building Services Unit, Statutory Planning Branch, Infrastructure Branch, Parking Services Branch and Access Yarra.
External Relationships:	The incumbent is required to establish and maintain a responsive and professional relationship with relevant government departments, animal welfare agencies, contractors, unions, community organisations, business proprietors, and residents.

KEY RESPONSIBILITY AREAS AND DUTIES

- The main emphasis of this position is to ensure compliance with Council's Local Law, the Environment Protection Act 2017 and a focus on the Domestic Animal Act 1994 and the management of animals within the municipality.
- Keep accurate electronic records in relation to investigations conducted, action taken and pending enforcement action within Council's approved customer management systems.
- Instigate appropriate enforcement action to ensure compliance with the relevant legislation and provide such evidence in a court of law when required.
- Ability to interpret and ensure compliance with relevant legislation and policies.
- Undertake other duties as directed by management that are within the Officers capabilities.
- Weekend and out of hours work will be required by the officer and remuneration will be paid at the Award rates.

FUNCTIONAL RESPONSIBILITIES

- Assist in the development of policies and procedures for the efficient and effective operation of the Unit.
- Promote awareness for all Local Laws, the Environment Protection Act 2017, the Domestic Animal Act 1994 and relevant legislation to internal and external customers.
- Prepare draft correspondence for the Senior Team Leader in response to requests from stakeholders.
- Provide both internal and external customers with a high-level service.
- Provide statistical information to the Coordinator Compliance and Construction Enforcement as required.
- Conduct proactive street patrols, park patrols and provide education to the public where appropriate in relation to Local Laws, the Environment Protection Act 2017 and the Domestic Animals Act 1994.
- Conduct investigations into breaches of the Domestic Animals Act 1994 and other legislation and policies as required including the General Local Law and Environmental Protection Act 2017 and take appropriate enforcement action as required.
- School crossing supervision as required.
- Undertake other duties as required by management that are within the Officers capabilities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The position is accountable to the Senior Team Leader Civic Compliance for carrying out the nominated duties and responsibilities to ensure compliance and service delivery are achieved.
- This position has the freedom to act in all day-to-day matters relating to the tasks required to be performed within approved procedures and policies.
- This position has the authority to instigate investigations against persons whose actions constitute non-compliance with the relevant legislation.
- The position has the authority to administer Acts and Regulations pertaining to the Local Laws, Environment Protection and Animal Management.
- Provide input into means of raising the profile of animal management and increasing animal registration within the municipality
- The incumbent has the authority to provide specialist advice to both internal and external customers and act as an authorised and delegated officer as required in terms of:
 - City of Yarra Local Laws
 - Environment Protection Act 2017
 - Domestic Animal Act 1994 and Amendments
 - Local Government Act 1989
 - Road Management Act 2005
 - Summary Offences Act 1966
 - Planning and Environment Act 1987
 - Road Safety Act 1986
 - Road Safety Road Rules 2009
 - Any other relevant Acts and Regulations as required from time to time.
- The position is responsible for developing working relationships with internal and external stakeholders.
- The position has the authority to make independent decisions relating to day-to-day operations and approve and sign documents in relation to non-compliance issues.
- The position has the authority to act as an informant / witness in relevant prosecutions instigated by Council.
- The position is also expected to use creativity within legislative controls, to find solutions to problems where no precedent exists.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day-to-day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - **Accountability:** We own what we do and expect others to as well.
 - **Respect:** We include all. Diversity is our strength.
 - **Courage:** We are intentional in our actions. We seek the brave path.

JUDGEMENT AND DECISION MAKING

- The incumbent is required to work in consultation with the Senior Team Leader Civic Compliance, Coordinator Compliance and Construction Enforcement and autonomously from time to time and make decisions and apply judgment within approved procedures and policies in relation to the operations of the Local laws and Animal Management Team.
- Ability to exercise judgement within defined policies and procedures to:
 - Obtain compliance within the relevant legislation
 - Issue Notices to Comply, Infringement Notices, Waste Information Gathering Notices and other legal action as required.
 - Research and identify potential issues and provide solutions by utilising their professional knowledge and experience of the relevant legislation and Council Policy.
 - Provide information and guidance to internal and external customers on matters relating to the Compliance Branch.

SPECIALIST KNOWLEDGE AND SKILLS

- A demonstrated working knowledge of and ability to interpret and enforce the relevant legislation to obtain compliance.

- Ability to conduct investigations, instigate and complete appropriate enforcement action, conduct interviews, obtain statements and present this evidence in a court of law.
- Prepare Evidence Briefs as required.
- Excellent computer, written and oral communication skills.
- Excellent presentation skills and the ability to provide information in a way that is readily understood by all stakeholders.
- Ability to maintain confidence and exercise sound judgement and decision making with all stakeholders to obtain compliance with the relevant legislation.
- Excellent problem-solving skills are required.
- Current Victorian Drivers Licence

MANAGEMENT SKILLS

- Ability to manage a high workload, priorities and obtain compliance with a variety of tasks despite conflicting priorities with minimal supervision.
- Exhibit innovation to improve productivity and efficiency whilst maintaining an open, transparent and professional approach in carrying out duties.
- Build and maintain a professional working relationship with all stakeholders.
- Be mindful of the legal and political context in which the organisation operates.

INTERPERSONAL SKILLS

- Ability to work effectively both individually and within a team environment.
- Be self-motivated with strong problem solving and analytical skills.
- Ability to gain the confidence and cooperation of others and communicate effectively with all stakeholders from diverse backgrounds.
- Well-developed customer service, written and verbal communication skills.
- High standard of professionalism and pride in personal appearance consistent with Council's corporate image.

QUALIFICATIONS AND EXPERIENCE

- Successful completion of a Certificate IV in Municipal Law Enforcement, Diploma in Justice or equivalent and / or experience in the relevant field of law enforcement.
- Current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Successful completion of a Certificate IV in Municipal Law Enforcement, Diploma in Justice or equivalent and / or experience in the relevant field of law enforcement.
- Demonstrated experience within a customer service and compliance related field.
- Proven ability to conduct investigations, instigate appropriate enforcement action and where appropriate conduct interviews and prepare briefs of evidence.
- Demonstrated problem solving and analytical skills with a strong focus on customer service.
- Experience in animal handling with consideration to occupational health and safety and the understanding of the purpose pertaining to the Domestic Animal Act 1994.