

POSITION DESCRIPTION

COMPLIANCE OFFICER

POSITION DETAILS

Position No.	000042	Directorate	Governance, Recreation and Property Services
Employment Status	Ongoing, full time	Location	Civic Centre
Unit	Compliance	Classification	Technical/Inspectorial, Level 4

POSITION OBJECTIVE

This position is responsible for providing an efficient compliance service to Council, ensuring compliance by individuals and organisations with various legislation, by-laws, statutory requirements, conditions of approval, including but not limited to General Compliance Investigations, Animal Control, Fire Abatement, Nuisances and Parking.

KEY FUNCTIONS AND RESPONSIBILITIES

- Attend in a timely manner to complaints and comments from the public that have been referred from the Customer Service Unit regarding the activities and responsibilities of the Unit.
- Prepare brief of evidence, reports, letters, file notes etc in relation to activities and investigation undertaken as a result of patrols or referred complaints or correspondence from the public.
- Contribute to the maintenance and development of information systems utilised by the Unit.
- Recommend the initiation of statutory enforcement proceedings where appropriate, service of infringement notices and preparing required documentation for prosecution proceedings.
- Contribute to a culture of continuous improvement, multi-skilling, and flexibility within the Unit.
- Participate in after-hours and weekend inspectorial services on a rostered on arrangement, special conditions apply.

- Ensure that all work is undertaken in a safe and appropriate manner in accordance with work health and safety and risk management practices, including the wearing and use of appropriate safety equipment and clothing at relevant times.
- Administer the *Dog Control Act 2000 (Tas)* and Council's Dog Management Policy, making recommendations on actions, modifications, and improvements where appropriate.
- Assist in animal control duties including patrols, pound maintenance, cleaning, feeding and caring for dogs and livestock in Council's control.
- Participate in practical and educational campaigns to decrease the incidence of breaches of legislation, regulation, by-laws, etc.
- Perform all duties of an Authorised Officer as delegated.
- Administer Council's fire hazard reduction program, incorporating hazard inspections, assessments, and remediation.
- Assist with the progressive development of the Pathway property management system and workflows relating to the activities of the Unit to further improve functionality and inter-relations with other departments.
- Other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level undertake inspectorial work at an experienced level that requires utilisation of their skills and qualifications.

Judgment and problem solving:

Employees at this level undertake more complex inspectorial duties in accordance with the relevant legislation and Council's policies and procedures. Employees work under limited supervision and to the level of their training.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** – This position mostly has contact with other staff members of the Compliance and Customer Service Units.
2. **External** - Members of the public, animal owners and other affected residents, Animal Control and Welfare Centres, Tasmania Police, Tasmania Fire Service Officers.

3. **Direct Reports** - This role reports to the Compliance Coordinator and has no direct reports. The role may provide guidance to other less experienced officers, as required.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Certificate IV in Government Investigations (Regulatory Compliance) and at least three years demonstrated experience working in a regulatory environment.
- The ability to interpret and apply relevant legislation, by-laws, regulations in a regulatory environment.
- High level negotiation and customer service skills and the ability to competently deal with difficult situations.
- An aptitude and confidence to deal with animals, predominantly dogs.
- An understanding of investigative processes and principles within a government environment.
- Proficient literacy and communication skills, including the preparation of brief of evidence, reports and correspondence.
- Proficient computer and keyboard skills utilising Microsoft Office products.
- Sound understanding of risk management and safety issues, and 'duty of care' concepts.
- A satisfactory National Police check will be required.

Licences

- Possession and maintenance of a current driver's licence.

SPECIAL CONDITIONS

- These special conditions outline the requirements that are specific to the after-hours on-call arrangements for the Compliance Unit.
- After-hours and weekend inspectorial services are required on a rostered on arrangement. In order to be able to respond to call-out situations in a timely manner it is therefore also a requirement that the incumbent will reside either within Kingborough, or within 30 minutes of the Civic Centre, unless otherwise approved.
- Whilst on-call the Officer will hold themselves in readiness to respond to after-hours situations requiring an urgent response. This does not preclude the Officer from undertaking other activities whilst on-call, provided that such activities do not inhibit the reasonable response to such a situation.

Vehicles

- Council vehicles utilised as part of on-call work arrangements must be kept secured and parked in a safe environment. The vehicle may be driven to and from work by the Officer's normal route to and from home, even though not necessarily the most direct, provided that such variation is not significant and has previously been approved by the Manager - Legal & Property Services.
- At all times the Officer must comply with Council's Motor Vehicle Administrative Policy including prohibitions on using vehicles whilst under the influence of alcohol and drugs.
- Whilst on-call, the Officer may utilise the vehicle for non-work purposes, provided those purposes are infrequent and minor, within Kingborough or its adjacent municipalities and the vehicle is taken to ensure the Officer can immediately respond to a call-out situation without returning to home prior.

Council Uniform

- Council uniforms must be worn whilst undertaking on call duties.

Allowances and Overtime

- The on call allowances are provided in Clause 17 of the Kingborough *Council Enterprise Agreement No 11 of 2023 or its successor Agreement*.
- The On Call Officer is paid a minimum of three hours' work at the appropriate overtime rate for time required to attend work, except that the Officer shall not be required to work the full three hours if the job the Officer was recalled to perform is completed within a shorter period.

- Should the Officer be further required to work within a three hour period from the time of initial notification, providing they have not returned home, the second and any subsequent period will be taken as being a continuation of the first call out and the minimum period will not apply.

Remote Response

- If the On Call Officer responds to phone calls or messages; provides advice ('phone fixes'); arranges call out of other employees; or remotely monitors and/or addresses issues by telephone and/or computer access, they will be paid the applicable overtime rate for the time actually taken in dealing with each particular matter (generally rounded to the nearest 15 minutes).

Rest Period and 10 Hour Break

- In accordance with the Enterprise Agreement, the On Call Officer must have at least ten consecutive hours off duty between the termination of their ordinary work on one day and the commencement of ordinary work the next day.
- Where a call out situation(s) prevents that from occurring, the Officer will absent themselves from work until the 10 hour break has been achieved. In these situations the Officer must advise the Compliance Coordinator as soon as practicable.
- Where the Officer has attended a number of call outs during the night and/or sleep patterns have been severely disrupted, the Officer should contact the Compliance Coordinator to discuss their fitness for work and whether their actual starting time should be delayed to allow a period of rest.