

| Position Details   |   |  |
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| <b>Position Title:</b><br>Community Safety Officer   | <b>Classification:</b><br>Band 2 Level 3 Grade 12             | <b>Position Number:</b><br>BHCC-CCE-09 |
| <b>Group/Area:</b><br>Corporate and Customer Experience  | <b>Reports to:</b><br>Manager Corporate & Customer Experience | <b>Hours per week:</b><br>35           |
| <b>Our Organisation:</b><br><p><b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world</p> <p><b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p><b>Our Values:</b> Accountability, Pride, Perseverance, Courage &amp; Honesty, Teamwork</p>   |   |  |
| <b>Position Objective:</b><br><p>This role plays a key function in community safety and legislative compliance; implementing Local Government Regulations and all other associated Acts, Regulations and Council policy.</p> <p>A key component of the position will be to enhance Council's public image and improve customer experience through responsive and effective inspection investigation, liaison and communication with the community, businesses and other stakeholders; and by adopting a consistent approach of compliance prior to enforcement.</p> <p>The position is required to work towards meeting service standards within regulated timeframes.</p> |   |  |
| <b>Special Requirements:</b> <ul style="list-style-type: none"> <li>Work outside normal business hours and weekends may be required from time to time.</li> </ul>  |   |  |
| <b>Key Stakeholders:</b> <ul style="list-style-type: none"> <li>General Manager</li> <li>Executive Leadership Team</li> <li>Director Corporate and Community</li> <li>Manager Corporate &amp; Customer Experience</li> <li>Other Council departments</li> <li>Ratepayers, residents and other service users</li> <li>Community Groups and Individuals</li> <li>Contractors</li> <li>State Government agencies</li> </ul>   |   |  |
| <b>Reporting Lines:</b> <ul style="list-style-type: none"> <li>This position will report to the Manager Corporate &amp; Customer Experience</li> </ul>   |   |  |

- The position may be required to lead internal project teams and coordinate small teams as required to achieve the objectives of the role

## **Accountabilities**

### **You will use your professional skills and experience to:**

- Exercise your authorised officer delegations to ensure compliance with relevant legislation and/or Council policies including but not limited to:
  - *Local Government Act 1993*
  - *Protection of Environment Operations Act 1997*
  - *Environmental Planning and Assessment Act 1979*
  - *Road Transport General Regulations Road Rules 1999*
  - *Roads Act 1993*
  - *Companion Animals Act 1998*
  - *Public Spaces (Unattended Property) Act 2021*
  - *Swimming Pools Act 1992*
- Ensure compliance with all internal and external Council policies and procedures; and statutory enforcement functions are undertaken in accordance with legislation
- Attend to customer enquiries: counter, email, telephone and ensure follow up administration or duties are actioned within specified timeframes
- Carry out inspections, conduct investigations and action matters associated with compliance, such as swimming pool safety barrier inspections, compliance/non-compliance with development consents, unauthorised building works, local approvals, overgrown properties, dilapidated structures, environmental issues, illegal dumping and parking related matters
- Instigate legal action by way of Notices, Orders or Court proceedings where appropriate and as required
- Participate in prosecutions including preparation of supporting documentation and statements, attend court and give evidence (if required)
- Ensure communication is professional and an accurate account of Council's intent
- Ensuring accurate record keeping in accordance with Council policy and procedures including, data entry, maintenance of electronic records
- Represent Council at various meetings and forums
- Develop educational material and newsletters for industry as required
- Provide general back up support when required to the Community Safety Officer/Ranger role and its functions and associated to pound facility operations
- Participate in continuous improvement by:
  - Assessment of compliance programs and/or education programs to proactively

reduce complaints and encourage compliance

- Assisting in the administration of and updating of policy, codes and procedures
- Assisting in evaluation of service reviews
- Cooperating and complying with any established safe work method statements or standard operating procedures designed for your health and safety and participate in developing these
- Conduct research, collate and coordinate relevant information
- Maintain current awareness of and investigate industry developments and standards to keep abreast of legislation
- Participate in ongoing professional development
- Liaise with other members of the team and across other areas of Council to ensure that issues are identified, matters are followed up and actions taken
- Assist other staff to meet Council objectives
- Undertake other duties within employee's skills, competency and training as required

**You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

**You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

**You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

**You will assist Council to meet Records Information Management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a teamwork approach by:**

- Performing an active role within the Corporate and Customer Experience team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities


**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

**Other duties**

- In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.
- The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.
- Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

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| <b>Selection Criteria</b>  |
| <b>Essential</b> <ul style="list-style-type: none"> <li>• Cert IV in Local Government (Regulatory Services) and/or Cert IV in Government Investigations or similar, or willingness to obtain</li> <li>• Local Government experience in compliance or similar agency</li> <li>• Ability to work autonomously in a fast-paced environment</li> <li>• Demonstrated high level of written, verbal and interpersonal communication skills</li> <li>• Demonstrated high level of mediation and negotiation skills</li> <li>• Ability to interpret and apply relevant legislation/regulations</li> <li>• Demonstrated high level skills and experience with Microsoft Office Suite, including Word, Excel, Outlook etc.</li> <li>• Current Drivers Licence</li> <li>• Demonstrated commitment to a customer service culture and delivery of quality service.</li> </ul> |
| <b>Desirable</b> <ul style="list-style-type: none"> <li>• At least four (4) years Local Government experience in compliance or similar agency</li> <li>• Certificate in Investigative interviewing and statement taking</li> <li>• Accreditation under the Building and Development Certifiers Regulation 2020</li> <li>• Experience as an authorised officer under the <i>Swimming Pools Act 1992</i></li> <li>• Background in regulatory/investigative/law enforcement would be an advantage</li> <li>• General knowledge of development assessment and approvals processes</li> <li>• Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement</li> </ul>  |

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| <b>Acceptance of Position Description</b>   |  |                         |
| <b>Approved:</b> General Manager  | <b>Signature:</b><br> | <b>Date:</b> 02/04/2025 |
| <i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i> |  |                         |
| <b>Accepted:</b> Employee Name  | <b>Signature:</b>  | <b>Date:</b>            |