

<b>POSITION DESCRIPTION</b>		
<b>Position Title:</b> Community Safety Officer / Ranger	<b>Classification:</b> Band 2 Level 1 Grade 10	<b>Position Number:</b> BHCC-CCE-10
<b>Group/Area:</b> Corporate & Customer Experience	<b>Reports to:</b> Manager Corporate & Customer Experience	<b>Hours per week:</b> 38
<p><b>Our Organisation:</b></p> <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>		
<p><b>Position Objective:</b></p> <p>The Planning &amp; Community Safety department contribute to planning, review, development and implementation of strategies to ensure Council can meet its obligations and commitments to the community.</p> <p>This position is primarily an inspection role required to detect, control and enforce Council's policies, relevant legislation across the Local Government Area of Broken Hill.</p>		
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• This position will be required to engage in frequent communication with residents and concerned community members, maintaining the professional image of Council is paramount.</li> <li>• Work flexible hours to conduct patrols as per the Award</li> <li>• Provide an on-call service after hours and on weekends to respond to calls from the public and other agencies as required</li> </ul>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Manager Corporate &amp; Customer Experience</li> <li>• Corporate and Community Department staff</li> <li>• Other council departments</li> <li>• Ratepayers and other service users</li> <li>• Community Groups and Individuals</li> <li>• Contractors</li> <li>• Government agencies</li> </ul>		

### **Reporting Lines:**

- This position will report to the Manager Corporate & Customer Experience.
- This position will have no direct reports.

### **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 1996
  - Public Spaces (Unattended Property) Act 2021
- Patrol Broken Hill City Council area to:
  - to ensure compliance with relevant legislation
  - act on infringements and issue warnings or Infringement Notices in accordance with policy and procedures
  - provide advice to the community in relation to the Local Government Act or other relevant acts
  - participate in prosecutions including preparation of supporting documentation and statements, attend court and give evidence (if required)
  - respond to complaints for stray, nuisance, dead and dangerous companion animals and impound as required
  - maintain professional relationships with stakeholders including contractors, veterinarians or similar
  - conduct door to door campaigns to educate, check or enforce legislation
- Inspect/ Investigate:
  - burning off any materials within the City and issue "on the spot" fines where necessary
  - complaints of vehicular, vessel or material obstructions of Council's footpaths and roads
  - reports of animal attack, nuisance animals, dangerous companion animals and animal noise and implement strategies to alleviate the source of the complaint(s)
  - Undertake witness interviews and collect evidence and write reports as required.
  - report on incidents likely to cause pollution, including unauthorised waste discharges and dumping of waste
  - footway restaurant applications and make approval/non approval recommendations
  - properties for overgrowth and dilapidated structures

- Ensure:
  - a high level of customer service including responding to enquiries or complaints from ratepayers/owners/other agencies
  - customer enquiries and complaints are received and electronically recorded (CRM system)
  - documentation and records are maintained as appropriate (databases, registers, reports prepared, use of Authority)
  - regular participation in public safety education programs regarding animal welfare, desexing programs, responsible companion animal ownership, registration requirements and the provisions of the Companion Animals Act
  - Liaise and assist animal welfare agencies for the purpose of re-homing unclaimed and voluntarily surrendered companion animals
- Assist with the development and implementation of Councils policies and procedures including Companion Animals Management Plan
- Plan and implement systematic, ad hoc or random patrols, investigations and provide activity reports to management within timeframes specified
- Plan and prepare work in accordance with Safe Work Method Statements
- Assist with special projects as required
- Clean the work vehicle and maintain vehicle in good order
- 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 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 Planning & Community Safety 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.

## Person and Position Specification

### Essential

- Certificate IV Local Government (Regulatory Services) or equivalent qualifications and/or experience in the field of Local Government (Regulatory Services) or a similar regulatory environment, or an ability to complete.
- Self Enforced Infringement Notice System Certification.
- Current Senior First Aid Certificate.
- Current NSW Drivers Licence.
- Demonstrated experience in a similar role within Local Government.
- Animal management experience.
- Demonstrated knowledge of Companion Animal Act & Regulations.
- Demonstrated knowledge of Companion Animals Management Plan.
- Demonstrated experience in law enforcement, investigations or equivalent experience.
- Demonstrated high level of written and verbal communication skills.
- Demonstrated skills and working knowledge of Microsoft Office Suite application including word, excel and outlook.
- Demonstrated commitment to a customer service culture and delivery of quality service.

### Desirable

- Diploma of Government (Investigation).
- Training in Animal behaviour/ temperament.
- Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement.

## Acceptance of Position Description

**Approved:** General Manager

**Signature:**

**Date:** 24/05/2023



*I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.*

**Accepted:** Employee Name

**Signature:**

**Date:**