

Position Description



Job Details

Job Title: **Community Enforcement Officer**

Reports to: **Team Leader – Community Regulatory Services**

Group: **City Development and Compliance**

Position Number: **EP0013, EP0014, EP0015, EP0017, EP0018, EP0019, EP0020**

Grade: **4**

Date: **April 2022**

Objective Doc Ref: **A2068848**

Position Purpose/Job Summary

Enforcement Officers gain community compliance with relevant legislation to aid in the improvement of the local environment to provide a quality of life acceptable to the community while retaining the community's faith in Council's methods of operation.

As an Enforcement Officer you are required to administer and enforce compliance in an ethical and equitable manner. This is achieved through effective detection, investigation and resolution of matters pertaining to Acts, Legislation, Codes, Policy and Statutory Obligations as listed under the positions delegated authority and in conjunction with Council's values and vision.

The position reports matters affecting Council's risk management and public liability to Council, customers and stakeholders. Enforcement Officers are at all times to act with integrity, impartiality and compassion in the provision of prompt quality service.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Knowledge:

1. Understanding and practical working knowledge within a local government enforcement environment, Council's operations and knowledge of relevant legislation and its application to service delivery of various Acts and associated Regulations as they relate to local law enforcement, such as, but not limited to the following:
 - a) Protection of the Environment Operations Act 1997. Regulations & Associated Legislations.
 - b) Environmental Planning and Assessment Act 1997.
 - c) Companion Animals Act 1998. Regulations & Associated Legislations.
 - d) Impounding Act 1993. Regulations & Associated Legislations.
 - e) Road Rules 2014. Regulations & Associated Legislations.
 - f) Roads Act 1993. Regulations & Associated Legislations.
 - g) Road Transport Act 2013. Regulations & Associated Legislations.

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- h) Summary Offences Act 1988.
- i) Sydney Water Act 1997. Regulations & Associated Legislations.
- j) Evidence Act 1995.
- k) Criminal Procedure Act 1986.
- l) Crimes (Sentencing Procedure) Act 1999.
- m) Crimes (Appeal and Review) Act 2001.
- n) Local Court Rules 2009.
- o) Crown Land Management Act 2016.
- p) Heavy Vehicle National Law.
- q) Law Enforcement (Powers and Responsibilities) Act 2002
- r) Rural Fires Act 1997.
- s) Other relevant criminal enforcement and appeal legislation.

Skills & Experience

- 2. Relationship building and management skills and experience to facilitate the development of relationships with key internal and external stakeholders at all levels.
- 3. Organisation, project and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities.
- 4. Ability to apply initiative and problem solving skills on issues encountered in day-to-day activities and in the management/coordination of service delivery to determine and implement an appropriate course of action.
- 5. Skills and experience in administration with the ability to prepare statutory notices, Orders and court briefs of evidence, fact sheets and court attendance notices (CANs) for successful prosecution in any level of NSW court jurisdiction.
- 6. Minimum 3 years demonstrated ability, knowledge and experience in the capturing, handling, securing and seizing of animals to undertake animal control duties when required.
- 7. Knowledge and experience in covert surveillance techniques.

Qualifications

- 8. Hold a current and valid Class C Drivers License with the ability to use, operate and drive a motor vehicle for work requirements.
- 9. Certificate IV in Local Government (Regulatory Services) or equivalent tertiary qualifications in law enforcement / investigations.
- 10. Senior First Aid Certificate.

Other:

- 11. Clear criminal record history check (Current NSW Police criminal history check required)
- 12. Willingness to participate and undertake relevant tertiary study programs (internal & external)
- 13. Current and valid working with children check certificate (WWC number required)
- 14. Physically fit to perform parking enforcement duties and school zone patrols whilst on foot for extended periods of time on a daily basis.

Key Accountabilities – Position Specific

- 1. Exercise Council's function in regard to the enforcement of relevant Acts and Regulations as a delegated Authorised Officer.
- 2. Actively patrol Council's environs to ensure general compliance. This will include regulating unauthorised events, including but not limited to goods on footpaths, skip bins,

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<p>animal management (companion and other), advertising signs and structures, pollution incidents, use of cranes and concrete pumps, erection and maintenance of hoardings, littering, noise assessment and control , community parking, hours of work on construction sites, sedimentation control, tree protection, land use, parks and sporting field/ court use, traffic management plans , noxious weeds, overgrown premises, bush fire hazards, traffic flow, load limited roads, abandoned vehicles and other articles.</p>
<p>3. Undertake tasks and services for other Council departments. This may include, but not be limited to, deliveries, assistance at libraries, pump operations, checking of road and trail conditions, taking of photographs, transporting persons or goods, checking and securing community buildings, crowd control at public meetings and events and supporting emergency services as required.</p>
<p>4. Provide a high level of customer service, fielding enquiries and requests from internal and external stakeholders identifying and addressing their needs. Refer difficult cases promptly to the supervisor to determine and implement an appropriate course of action and provide solutions.</p>
<p>5. Work on a rotational roster basis. This includes week end work and emergency call out (when required). Officer will also be required to work with the team providing roster back up in times of leave of other team members.</p>
<p>6. Contribute to the establishment, maintenance and review of local work practices including drafting and reviewing documents, such as, but not limited to statutory notices (inclusive of penalty infringement notices), Orders and Court briefs of evidence, fact sheets and court attendance notices (CANs) for successful prosecution in any level of Court jurisdiction to contribute to quality customer service and achievement of objectives.</p>
<p>7. Prioritise work in a manner as to ensure all investigations into complaints and offences relating to the community and the environment are commenced, assessed, recorded, actions applied, with the discretions of and in accordance with the appropriate Legislation administered by Council, Council's Policies, Procedures and Instrument of Delegation</p>
<p>8. Ensure quality customer service standards are maintained, that duties are carried out in an efficient, effective and courteous manner. Ensure that behaviour and performance is beyond reproach and of a high standard. Promote Councils image as being helpful, courteous and efficient</p>

Key Accountabilities – Core

<p>1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.</p>
<p>2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council</p>
<p>3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes the undertaking of other tasks or duties that may be allocated from time to time.</p>
<p>4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.</p>
<p>5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in</p>

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accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

Key Relationships

1 Internal

Communicating with	Nature of Communication
Staff within the Business Branch	Daily and on a face to face basis, and/or by telephone when necessary to provide data, information, administrative support, guidance and advice, participate in meetings and respond to requests and enquiries.
Team Leader Community Regulatory Services	Provide regular progress reports regarding enquiries, complaints, incidents and strategic planning issues that impact upon work activities and operational service standards of the Branch. Brief on incidents detected, current or potential compliance breaches, environmental risks or breaches of any relevant act.
Staff within the organisation, including councillors	Regular liaison concerning enforcement of cross-departmental related issues.

Key Relationships

2 External

Communicating with	Nature of Communication
Customers, residents, Government bodies, external stakeholders and suppliers and consultants	<p>Provide information, seeking compliance through enforcement practices relating to offences and investigation progress or outcomes of complaints received.</p> <p>Regular liaison concerning joint investigations or operations.</p> <p>Develop partnerships to enhance / streamline service delivery of the Branch.</p>

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Position Dimensions

This position has delegations in accordance with section 378 of the Local Government Act; To exercise, on behalf of the Council, all powers, authorities, duties and functions of an authorised officer / person / inspector under any Act or Regulation, including and without limiting the generality to form any opinions required to be formed by the said Acts and Regulations, in order that the powers granted by the said Acts and Regulations may be exercised, the power to enter premises or land, search premises, to apply for search warrants, to issue and serve infringement and penalty notices authorised by the said Acts and Regulations and to revoke Orders or notices issued under the said Acts and Regulations.

Responsibilities are to be exercised in accordance with Delegation of Authority given by the City Manager (General Manager) of Fairfield City Council.

Decision making Authority & Accountability

1. The City Manager (General Manager) authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
2. The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities.
3. The position takes into consideration information gathered, needs of customers, users and stakeholders in determining and implementing appropriate solutions and action.
4. The position is guided in its decision making by relevant Council policies, legislation, procedures and other relevant guidelines and regulations.
5. The position refers matters that are highly technical or complex or where customers are not satisfied to a senior officer or manager for resolution.

Problem Solving

1. The position operates in an environment with well-defined and limited number of methods, techniques or processes, which may be used in completing the work and a requirement to determine its own work program within established priorities.
2. This role is expected to work autonomously, innovatively and effectively to deliver outcomes that meet the changing needs of the community/Council.
3. The position is expected to analyse problems and determine a suitable course of action for issues that may arise in the execution of their day to day responsibilities.

Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

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Signature		
Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date