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|---|-------------------------------------|
| <b>Job title:</b> Community Laws Officer      |                                     |
| <b>Classification:</b> Band 5                 | <b>Effective Date:</b> October 2023 |
| <b>Reports to:</b> Coordinator Community Laws | <b>Tenure:</b> Permanent            |

### About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

This multiskilled Community Laws Officer position will protect public safety and amenity of the Whitehorse community through education and enforcement of Council's Local laws and other relevant legislation.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide a community support service in a regulatory environment that encompasses Animal Management and Local Laws;
- Ability to interpret and administer relevant Acts, Regulations, Local Laws, policies and procedures as they relate to the role;
- Conduct investigations into breaches of various legislation;
- Have knowledge and understanding of Relevant Acts, Regulations, and Local Laws, codes of practice, Council policies and standard operating procedures.
- Contributing to and participating in community education strategies;
- To promote awareness, educate, provide advice and guidance to stakeholders and the community in understanding the problems and issues associated with all matters relating to legislative requirements.
- Achieve positive compliance outcomes using thorough, effective and efficient investigation techniques
- Providing a support service for School Crossing Supervisors, incorporating training, mentoring and conducting audits.
- Identify and report proactively potential risks or health and safety issues in the community.
- Investigate and resolve customer queries and complaints within legislative and departmental timeframes.
- Compile briefs of evidence and when required appear as the informant for matters on behalf of Council.
- Participate in after-hours work including On Call duties for animal collections and other department matters
- Other duties as directed

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### **Key Relationships**

Liaise with other internal Council officers and departments, internal and external stakeholders and relevant state and local government authorities

### **Skills and Attributes**

Qualifications/Certificates/Licences and Experience

- A valid Victorian driver's licence.
- Tertiary qualification and/or experience in a relevant discipline
- Ability to interpret relevant Acts, regulations, codes of practice, procedures and practices used within a regulatory environment.
- A good understanding of the environment, safety and amenity in relation to Community Laws issues and the affects it has on the public.
- Investigative skills including the collection of evidence. Conducting interviews, photos and samples for analysis
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Demonstrable skills in the use of portable (handheld) computer technology
- Well-developed computer literacy skills
- Well-developed skills in the use of mobile technology
- Demonstrable use of Organisational applications and property databases.

## Interpersonal

- Demonstrable skills in written and oral communication; including strong attention to detail and preparation of routine reports and external correspondence
- Ability to interact with and gain cooperation and assistance from broad range of people including clients, members of the public, stakeholders and other employees
- Excellent conflict resolution skills.
- Ability to provide a high level of professionalism and customer service
- Ability to represent the organisation's interests in external forums;
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- Ability to discuss and resolve problems and/or make recommendations.
- Maintain a professional appearance and maintain Council provided uniform, vehicle and equipment in accordance with Corporate and department policies

## Key Selection Criteria

- Relevant qualifications and/or experience in a regulatory environment, Local Laws, Animal Management or similar
- Demonstrated high level of customer service skills
- Experience in the interpretation and application of the relevant legislation, regulations and/or Local laws
- Excellent written and verbal communication skills
- Effective time management skills and ability to prioritise workload

## Physical Requirements

| Physical Functional Demand  | Specific Physical Job Tasks                                    | Frequency/Duration of performance of task per day | Comments |
|---|--|---|----------|
| <b>Kneeling/Squatting</b><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. | Animal management  | Frequently  |          |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms  | Animal collections and administration type work                | Frequently  |          |
| <b>Bending/Twisting</b><br>Tasks involve forward or backward bending or twisting at the waist.                            | Animal management  | Occasionally                                      |          |
| <b>Standing</b><br>Tasks involve standing in an upright position  | Field work such as inspections                                 | Frequently  |          |
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                              | Field work   | Occasionally                                      |          |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                              | Site inspections, proactive patrols and promotional activities | Frequently  |          |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another          | Animal collections   | Frequently  |          |

| Physical Functional Demand  | Specific Physical Job Tasks                                      | Frequency/Duration of performance of task per day | <i>Comments</i> |
|---|--|---|-----------------|
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body               | Animal collections   | Occasionally                                      |                 |
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer.                    | Office based work  | Frequently  |                 |
| <b>Satisfactory Vision</b><br>Standard of vision required equal to that required for driver's licence | Using computers, reading legislation and using hand held devices | Frequently  |                 |

**Any other relevant comments:**