

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Infringement Review Officer	
<b>Classification:</b> Band 5	<b>Effective Date:</b> February 2026
<b>Reports to:</b> Community Safety Support Coordinator	<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

To provide accurate and timely decisions on applications for internal review of infringement notices

Develop and maintain quality assurance and continuous improvement strategies within the scope of the role to enhance the Department's service delivery outcomes.

## Key Responsibilities

### *Position Specific Responsibilities*

With a customer and continuous improvement focus:

- Assist in the administration of relevant Acts, Regulations, Local Laws and any associated legislation;
- Assist customers to resolve their applications for internal review using the Infringement Code of Practice.
- Respond to escalated infringement matters via correspondence, over the phone or at the front counter;
- Assist Council staff with escalated customer queries in relation to infringement appeals
- Provide clear well written responses to correspondence received in relation to infringement appeals and other related matters;
- Where required, investigate and liaise with subject matter experts to assist with the preparation of responses to appeals or queries;
- Maintain statistical information to assist departmental business and strategic planning;
- Undertake quantitative and qualitative data analysis and in consultation with stakeholders, develop recommendations in relation to business improvement strategies;
- Monitor legislative changes and provide briefings to the leadership team about potential impacts on the department's functions;
- Contribute to the business planning and policy review processes;
- Contribute to and assist in the development of a culture of quality, industry best practice, customer focus and continuous improvement;
- Complete administrative related projects under the guidance and supervision of the Coordinator Community Safety Support.
- Contribute to a safe working environment in accordance with the Occupational Health & Safety Act, 2004;

### *Corporate Responsibilities*

- Adherence to all Corporate Policies, Procedures and the Overarching Principles 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.
- Reporting of any matters that may impact on the safety of Council employees or citizens, assets and equipment.

### **Authority**

Budget: Nil

Staff responsibility: Nil

Decision Making: The position is clearly defined with established procedures, specific guidelines and standard instructions. Guidance and advice is available through the Leadership team.

### **Key Relationships**

The position is required to:

- Liaise, and provide advice to Council staff, residents, customers and other stakeholders on infringement matters;
- Maintain and improve service delivery outcomes by building team cohesion;
- Establish professional relationships with Government departments and agencies, other Council service providers, key stakeholders and customers

### **Skills and Attributes**

Qualifications/Certificates/Licences and Experience

- Experience and knowledge of relevant legislation and Local Law provisions;
- Significant experience in a customer focused environment demonstrating a commitment to and skills in providing customer service excellence;
- Experience in the preparation of detailed correspondence and reports ;

Technology

- Demonstrated proficiency in word processing, keyboard and data entry skills;
- Knowledge of Microsoft applications and data management systems;

Other technical skills and experience

- Knowledge of Infringement Code of Practice;
- Knowledge and proficiency in the application of relevant legislation;

#### Interpersonal

- Ability to gain cooperation and assistance from clients, members of the public, and other employees;
- Demonstrated ability to work cooperatively and harmoniously in a team environment;
- Excellent written and oral communication skills;
- High attention to detail and ability to prepare reports and external correspondence.

#### Leadership/management:

- Skilled in time management, setting priorities and the planning and organising of own work;
- Knowledge of and commitment to the principles of Equal Opportunity and Occupational Health and Safety;
- Able to provide input into the development of business plans and strategies.

#### Key Selection Criteria

- Excellent written communication skills including the ability to prepare high quality correspondence to complex issues;
- Demonstrated high level of customer service skills at all levels including advanced verbal communication skills;
- Demonstrated skills in conflict resolution;
- Demonstrated skills in time management, including an ability to work independently with initiative and to set own priorities with limited direction;
- Knowledge of relevant legislation and the regulatory framework;

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	Performed sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	X	Performed often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	X	Performed sometimes	
<b>Standing</b> Tasks involve standing in an upright position	X	Performed often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	X	Performed sometimes	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects			
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	X	Performed sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body			
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	X	Performed often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	X	Performed often	

**Any other relevant comments:**