

DOCUMENT TYPE:	Position Description
POSITION:	Community Compliance Coordinator
POSITION SUPERVISOR:	Manager Community Services
POSITION DIRECTORATE:	Community Wellbeing
POSITION DEPARTMENT:	Community Services
POSITION TERM:	Permanent
POSITION STATUS:	Full time
POSITION AWARD CLASSIFICATION:	Band 7
POSITION DESCRIPTION VERSION NUMBER:	1
POSITION DESCRIPTION DATE ADOPTED:	July 2024
POSITION DESCRIPTION REVIEWED BY	Director Community Wellbeing
INCUMBENT:	Vacant
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
<p>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</p> <p>This document is available in alternative formats (e.g. larger font) if requested.</p>	

1 POSITION OBJECTIVES

The objectives of this position are to:

- coordinate the day to day operations and delivery of services in the Community Compliance area
- provide guidance, advice and support to team members as required
- develop, document and maintain internal processes to support operational needs of the team
- ensure compliance with Council's regulatory functions in respect of the Community Local Law, the Loddon Planning Scheme, domestic animals and livestock, school crossings and other relevant legislation – eg: litter and noise complaint responsibilities of the Environment Protection Act
- maintain and update Council's local law.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Planning Compliance, Local Laws and Infringements

The incumbent will:

- supervise and support Council's compliance staff in their duties
- review and update Council's local law as necessary

- undertake research, inspections and interviews and initiate enforcement proceedings on statutory planning, local law and other relevant legislative matters as agreed with the relevant Manager and Director
- undertake and/or coordinate compliance investigations and enforcement in respect to statutory planning activities as required
- coordinate and generally administer Council's infringement notice system, including liaison with Fines Victoria and other statutory authorities in the penalty infringement notice process
- attend formal proceedings including VCAT and Magistrates Court as required by the relevant Manager
- prepare and implement a monitoring program to verify that issued planning permits are complied with and that identified local law matters are resolved in a timely manner

2.2 Animals

The incumbent will:

- coordinate Council's responsibilities in animal control and enforcement in accordance with the Domestic Animals Act 1994 and Impounding of Livestock Act 1994 and assist compliance staff with those duties as required
- coordinate the management and operations of the Council animal pounds
- respond to community enquiries regarding animal management
- coordinate and participate in Council's after hours/on call roster for urgent and emergency matters with respect to local law or animal control functions
- undertake and/or coordinate routine compliance auditing and inspection of registered domestic animal businesses operating within the Shire
- in consultation with the Manager, prepare, review and implement Council's Domestic Animal Management Plan.

2.3 Community Safety and Amenity

The incumbent will:

- coordinate Council's school crossing supervisor program, including state government funding arrangements
- coordinate a routine inspection, identification and enforcement program of dangerous or unsightly properties throughout the Shire in consultation with the Manager
- administer approvals for community activities in public places or activities likely to impact local amenity such as community markets, festivals and street vendors.

2.4 Other duties

The incumbent will:

- undertake any other duties as directed consistent with the general requirements of this position
- develop and implement programs for improving community education and awareness on regulatory functions and requirements
- prepare Council and internal reports relating to the statistical information and functions of the community compliance area as required
- address community enquiries and complaints in relation to local laws, planning compliance or animal management matters in a timely manner.

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

Positions in this Band may manage resources and/or provide advice to or regulate clients and/or participate in the development of policy.

- In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- In positions where the prime responsibility is to provide specialist advice to or regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- In positions where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.
- All positions in this Band would have an input into policy development within their area of expertise and/or management.

4 JUDGEMENT AND DECISION MAKING

- These positions are essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.
- In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

5 SPECIALIST SKILLS AND KNOWLEDGE

- These positions require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.
- Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

6 MANAGEMENT SKILLS

- These positions require skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- In this Band, the position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. They would be also expected to contribute to the development and implementation of long term staffing strategies.

7 INTERPERSONAL SKILLS

- These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Employees in this Band must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

8 EXPERIENCE

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through tertiary education alone.
- Typically, they would be gained through completion of a degree or diploma course with several years of subsequent relevant experience. They might also be acquired through higher formal qualifications either in the field of specialist expertise or in management, together with a shorter period of experience, or they might be acquired through lesser formal qualifications with extensive relevant experience.

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
An appropriate qualification/s in a compliance related field and/or significant experience related to the role	Mandatory
Police check	Mandatory
Working with Children's Check	Mandatory
Current Victorian Driver's Licence	Mandatory
Current Victorian Longarm (Firearm) Licence (or prepared to obtain)	Mandatory

10 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

11 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with their immediate supervisor.

12 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	Manager Community Services
Supervises	Compliance staff in local laws and animal control areas School crossing supervisors
Internal liaisons	All Council staff
External liaisons	Victoria Police State government department staff Social support agencies and networks Contractors (as applicable to the position) General public

13 KEY SELECTION CRITERIA

The criteria for selection will be:

1. qualifications and/or extensive experience in statutory compliance, permit assessment or local law enforcement
2. strong interpersonal skills, including an ability to work effectively with the community and people from a variety of organisations and backgrounds
3. demonstrated ability to apply a community development and educative lens in a compliance-based environment
4. effective ability to lead, develop and coordinate staff
5. demonstrated ability to develop, review and implement safe work practices
6. excellent written and verbal communication skills
7. demonstrated ability to manage time and meet deadlines
8. current Victorian drivers and longarm (firearm) licences.

14 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

15 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

15.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff Code of Conduct.

15.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation.

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred.

15.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems.

15.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system.

15.5 Staff Code of Conduct

The Staff Code of Conduct applies to all employees of the Loddon Shire Council. All staff must:

- adhere to the Staff Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles.

15.6 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act 2001. All employees are required to:

- adhere to the Privacy and Data Protection Act 2014 and the Health Records Act 2001

- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

15.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

15.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment.

15.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

15.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

16 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name:

Incumbent's signature: Date:

Manager's signature:

Manager's title: Date: