

POSITION DESCRIPTION

Ranger
(POS1362, POS1544, POS1545, POS1549,
POS1624, POS1631, POS1917)

Directorate:	City Economy and Growth	Department:	Community Standards
Position Grade:	11	Reports to:	Coordinator Regulatory Services
Last review:	February 2021	Next review:	February 2023
		Version No.:	4.0

Position purpose:

To administer and enforce all provisions in relation to Local Government law enforcement, to promote Council's public image and educate the community to enhance the amenity of the area, maintain public safety, and ensure compliance with Council's statutes.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing high level customer service, incorporating prompt response to a variety of complaints, whilst performing the duties in an efficient and polite manner which reflects positively on Council.
- 2) Enforcing the provisions of a multitude of Acts & Regulations administered by Council, to ensure that breaches are rectified, whilst maintaining good order and amenity of the Council area. The officer may be specialising in one or several of the following areas including but is not limited to:
 - parking enforcement;
 - local government amenity compliance including overgrown property and abandoned vehicles and the like;
 - minor building and development compliance;
 - goods on footpaths; and
 - animal management.
- 3) Administering and completing all documentation within Council's systems, including but not limited to Pathway, TRIM and Pinforce, as well as maintaining all appropriate databases (Abandoned Vehicles & Footpath Obstructions).
- 4) Administering and processing briefs of evidence and give evidence when required in relation to all matters arising from enforcement action which are subject to legal proceedings.
- 5) Ensuring the amenity of Liverpool is maintained by identifying and rectifying issues pertaining to the environment (rubbish dumping (on private land), littering & water pollution, footpath & road obstructions, parks & reserves, building sites, parking and traffic control and companion animals.
- 6) Liaising with other authorities both internal and external of Council (ie Police, Work Cover, and other units within Council).
- 7) Providing relevant law enforcement advice to other areas in Council.

Decisions made in the position:

- 1) Decisions made according to delegated Authority.
- 2) Prioritise own work activities in accordance with Council's business and customer objectives.
- 3) Utilise discretion when conducting enforcement action and initiate legal action for breaches of various legislation.

Decisions referred:

- 1) Legal or professional advice.

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- 2) Sensitive matters from the public to be brought to the Manager's attention.
- 3) Tasks outside of scope of delegation for position.

Key issues/challenges:

- 1) Ability to acquire and implement changes to Legislation & Policy
- 2) Managing and prioritising own workload whilst continuing to improve systems, procedures and their application to the task and responsibilities.
- 3) Commitment to Values.
- 4) Meeting Council's and the community's expectations in relation to regulatory functions, including development and building compliance.
- 5) Ability to negotiate with customers to achieve a set course of action
- 6) Ability to meet strict deadlines within the regulatory framework administered by Council.

Key working relationships:

- Managers and Directors
- Internal agencies
- Residents and business owners
- Coordinators
- External agencies

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Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Class C Drivers Licence
- Certificate IV in Regulatory Services

Experience

- Excellent communication, negotiation and conflict resolution skills
- Demonstrated experience in use of Computer programs – ie Microsoft Office, Trim, Pathways and Pinforce
- Excellent customer service skills including the ability to deal with sensitive issues in a tactful manner, whilst maintaining confidentiality
- Ability to work independently as well as participating within a team environment with a strong commitment to team outcomes
- Demonstrated ability to make accurate observations, record details, take statements and records of interview and all other pertinent information in a legally defensible manner
- Demonstrated experience in regulatory and development compliance environments
- Demonstrated experience in setting priorities and managing time to optimise results
- Ability to conduct high level research tasks as requested and prepare/present reports to Manager and Team Leader
- Ability to present oral and written evidence in Court

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- High level of analytical and research skills
- Ability to acquire and apply knowledge of legislation and legislative change quickly and appropriately, within delegated authority.

Demonstrated working knowledge and application of the following Acts & Regulations (Local Government Act 1993, Protection of the Environment Operations Act 1997, Impounding Act 1993, Roads Act 1993, Road Rules 2008, Environmental Planning & Assessment Act 1979, Companion Animals Act 1998, Roads Regulation 2008)

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Ability to plan and implement special projects as determined by Council & the Community
- Willingness to undertake continuing professional development as appropriate

CORPORATE VALUES

This section does NOT need to be addressed in any application for this position.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous