COMPLIANCE OFFICER, REGULATORY SERVICES
POSITION & PERSON DESCRIPTION
September 2013

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes, align with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The Organisational Values are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

POSITION TITLE:  Compliance Officer, Regulatory Services
DEPARTMENT:  Governance & Civic Affairs
UNIT:  Customer & Regulatory Services
SECTION:  Regulatory Services
ORGANISATIONAL RELATIONSHIP:  Team Leader, Customer & Regulatory Services
Senior Compliance Officer

The person in this position is also expected to work with other key staff from within the Urban Services Department and across the organisation.

NO. OF DIRECT REPORTS:  Nil.

AWARD & CLASSIFICATION:  South Australian Municipal Salaried Officers Award and City of Norwood Payneham & St Peters Municipal Officers Enterprise Agreement General Officer, Level 3
OVERVIEW

The Compliance Officer, Regulatory Services is responsible for ensuring compliance with a wide range of legislative and Council policies relating to parking management, animal management and regulatory services generally.

The key outcomes of this position are to ensure that parking is available in a safe, convenient and appropriate manner which supports the primary land use activity throughout the City. Other key outcomes are to promote and achieve responsible pet ownership of domestic animals and emphasis to the community, the benefits of animal companionship and to assist the Team Leader, Customer & Regulatory Services and the Senior Compliance Officer in meeting the Council’s legislative obligations in respect to regulatory services responsibilities while utilising best practice governance and procedural fairness.
ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

**WE VALUE**

**Our People**
Recognising the contribution and developing the potential of each individual.

**Working Together**
Supporting and encouraging each other to achieve our best in a productive and positive environment for the benefit of the community of Norwood Payneham & St Peters.

**Leadership**
Recognising leadership takes many forms and that many people in the organisation are leaders whether in a formal or informal role.

Effective leadership involves vision and clear direction and the involvement of all staff.

**Excellence**
Striving to excel in serving our community and as an employer of choice.

**Integrity**
Being honest and treating each other with respect.
POSITION OBJECTIVES

• To undertake the necessary duties required as an Authorised Officer of the Council under the:
  - Road Traffic Act (SA) 1961
  - Private Parking Areas Act 1986
  - Road Traffic (Road Rules - Ancillary & Miscellaneous Provisions) Regulations 1999
  - Expiation of Offences Act 1993
  - Dog and Cat Management Act 1995
  - Fire and Emergency Services Act 2005
  - Unclaimed Goods Act 1987
  - Council By-Laws

• To undertake administrative and clerical duties as directed by the Team Leader, Customer & Regulatory Services.

KEY RESULT AREAS

• Operational Responsibilities
  1. Parking Management
  2. Animal Management
  3. Regulatory Services
  4. Temporary Road Closures & Other Traffic Management Tasks
  5. Administration

• Organisational Responsibility
  1. Corporate Governance
  2. Environmental Management
  3. Work Health & Safety and Injury Management
  4. Organisational Values
## OPERATIONAL RESPONSIBILITIES

### Key Responsibilities & Key Tasks

#### 1. Parking Management

**Key Result Areas**

- Undertake enforcement of parking controls throughout the City and in Private Parking Areas in which the Council is authorised to undertake enforcement.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer, with the identification of signage and linemarking (associated with parking controls), to ensure that parking controls are readily and easily identifiable and enforceable.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer in the assessment of On-Street Parking Permit applications.

**Performance Indicators**

- Ensure adequate turnover of parking spaces occurs in order to support the primary land use within relevant precincts and issue accurate and correct Expiation Notices in accordance with the Council's policies and procedures and legislative requirements.

- Timely and accurate reporting of any maintenance required to line markings or signage.

- Assessment of parking permit applications are undertaken in accordance with the Council’s Policy.

#### 2. Animal Management

**Key Result Areas**

- Impound and transport lost or stray dogs as required.

- Issue appropriate and relevant Expiation Notices as required by the relevant legislation, the Council's Urban Animal Management Plan and the Council's By-Laws.

- Respond to and investigate barking dog complaints in accordance with the Council’s policies and procedures and legislative requirements.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer with investigations associated with dog attacks/harassment complaints.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer with investigations associated with nuisance dog complaints.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer with addressing complaints regarding cats and other domestic animals such as chickens, roosters, birds, etc.

**Performance Indicators**

- Issue accurate and correct Expiation Notices in accordance with the Council’s standard practices and procedures and in line with the relevant legislative requirements.

- Timely and efficient handling of tasks and complaints in accordance with the relevant processes and procedures.
3. Regulatory Services

Key Result Areas

- Administer and enforce the requirements of the Council’s By-Laws.

- Respond to complaints received regarding backyard burning as required under relevant legislation.

- Respond to complaints regarding Section 237 (Abandoned Vehicles) of the Local Government Act 1999, in accordance with the Council’s policies and procedures and arrange for the removal of such vehicles, as directed.

- Respond to complaints regarding illegal dumping of rubbish in public areas.

- Enforce the requirements and guidelines of the Council’s Outdoor Dining Code, as required.

- Assist the Team Leader, Customer & Regulatory Services and Senior Compliance Officer, with the processing of requests received for applications to alter a road under Section 221 of the Local Government Act 1999, as required.

- Assist the Team Leader, Customer & Regulatory Services and the Senior Compliance Officer, with the Council’s flammable undergrowth programme during the annual Fire Danger Season, in meeting the Council’s statutory obligations.

Performance Indicators

- Accurate and timely provision of service and information and response to complaints in accordance with the relevant processes, procedures and legislative requirements.

4. Administration

Key Result Areas

- Undertake administrative, clerical or any other duties as directed, including assistance with incoming telephone enquiries, as directed by the Team Leader, Customer & Regulatory Services and/or the Senior Compliance Officer.

Performance Indicators

- Accurate and timely production of documents and provision of information for tasks assigned.
ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

Key Result Areas

• Promote the Council’s image, in the community as and where the opportunity presents itself.
• Demonstrate and promote a “customer first” approach when dealing with the community.
• Contribute to the delivery of quality services and identify areas for service delivery improvement.
• Demonstrate and promote Equal Employment Opportunity (EEO) principles in the workplace.
• Contribute to the organisations continuous improvement program (Australian Business Excellence Framework BEF).
• Observe, uphold and conduct all officers in accordance with the Organisational Values.

Performance Indicators

• Positive image of Council is portrayed at all times.
• Increase in community satisfaction with regard to the delivery of quality services.
• Increased awareness of and compliance with EEO principles.
• Organisational values observed at all times.
• Participation in all BEF programs as required.

2. ENVIRONMENTAL MANAGEMENT

Key Result Areas

• Responsible for ensuring compliance with relevant Environmental Management System (EMS) procedures related to the Traffic & Regulatory Services Section.

Performance Indicators

• Increased awareness of and compliance with EMS requirements.
• Standard working practices utilised and EMS compliant.
• Timely reporting of incidents at all times.
• Competency levels maintained and up-dated, as required.
3. WORK HEALTH & SAFETY AND INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.

- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values at all times.
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PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE
- Current South Australian Class C Drivers Licence (essential).
- Qualifications in Local Government regulatory services or equivalent (desirable).

KNOWLEDGE
Desirable
- Extensive working knowledge and understanding of the obligations placed on Local Government in administering, enforcing and achieving legislative compliance regarding parking management, animal management and regulatory services generally.

SKILLS
- Exceptional customer service skills.
- Excellent written and verbal communication skills.
- Well-developed negotiation and conflict resolution abilities.
- Ability to work in a performance orientated team environment.
- Ability to develop and document effective and efficient work practices and procedures.
- Effective time management skills.
- Ability to plan, organise and prioritise own work to achieve specific objectives.

EXPERIENCE
- Experience in dealing with Regulatory Services issues.
- Experience in adhering to and implementing work practices and procedures.
Desirable
- Experience in operating Autocite Machines and Software for issuing expiation notices.

PERSONAL ATTRIBUTES
- Ability to work in isolated settings, group settings and within a team environment.
- Ability to work in a flexible manner and adapt to a variety of circumstances.
- Be self motivated and conduct business in an honest and respectful manner maintaining a high level of professionalism at all times.

DELEGATION & AUTHORITY
- Authorised to act for and on behalf of the Council in matters relating to parking management, animal management and regulatory services functions. However, it is appropriate to seek the involvement of the Team Leader Customer & Regulatory Service in complex situations.
- Required to maintain regular contact with the Team Leader Customer & Regulatory Services, whilst exercising initiative and judgement where procedures are not clearly defined.

JOB REQUIREMENTS
- Attend on-going training courses and seminar and participate in on the job training as directed.
- After-hours work on a regular roster basis and during community events is required.
DATE POSITION CREATED:

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Compliance Officer, Regulatory Services.

APPROVED BY:

____________________________________________________________________________

Mario Barone
Chief Executive Officer

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Lisa Mara
General Manager, Governance & Civic Affairs

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David Maywald
Team Leader Customer & Regulatory Services

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Compliance Officer, Regulatory Services has been read and agreed to by:

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Compliance Officer, Regulatory Services