

GENERAL COMPLIANCE OFFICER, REGULATORY SERVICES

POSITION & PERSON DESCRIPTION
JULY 2023



City of
Norwood
Payneham
& St Peters

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance and the required outputs and outcome of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *City Plan 2030; Shaping Our Future*. 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.

DEPARTMENT: Urban Planning & Environment

UNIT: Regulatory Services

**ORGANISATIONAL
RELATIONSHIP:** Team Leader, Regulatory Services

The Position is also expected to work in collaboration with other staff across the organisation.

NO. OF DIRECT REPORTS: Nil.

**AWARD &
CLASSIFICATION:** *South Australian Municipal Salaried Officers Award and the
City of Norwood Payneham & St Peters Municipal Officers
Enterprise Agreement.*

General Officer, Level 3



OVERVIEW

The General Compliance Officer is a member of the Regulatory Services Unit and is responsible for ensuring the effective delivery of services, including:

- ensuring legislative compliance with the relevant components of the *Dog & Cat Management Act 1995*, the Council's By-Laws, *Road Traffic Act 1961*, *Local Government Act 1999* and *Local Nuisance & Litter Control Act 2016*; and
- undertaking investigations as required and directed, in accordance with the relevant legislation.

The key areas of delivery require the General Compliance Officer to work autonomously and under direction, to effectively and efficiently resolve enquiries, complaints and ensure the effective administration of issues associated with animal management, parking, public safety and litter and nuisance matters.



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 and Community Well-Being Model.

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:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.



POSITION OBJECTIVES

- To undertake the necessary duties required as an Authorised Officer of the Council under the:
 - *Dog and Cat Management Act 1995;*
 - *Local Government Act 1999;*
 - *The Council By-Laws;*
 - *Road Traffic Act 1961;*
 - *Private Parking Act 1986;*
 - *Australian Road Rules;*
 - *Expiation of Offences Act 1996;*
 - *Fire and Emergency Services Act 2005;*
 - *Local Nuisance and Litter Control Act 2016;* and
 - *Unclaimed Goods Act 1987.*

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Animal Management
 2. Regulatory Services
 3. Parking Management
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values



OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. ANIMAL MANAGEMENT

- Undertake investigations, follow up and enforcement actions associated with complaints regarding dog attacks, barking dog complaints and other animal management matters associated with the *Dog and Cat Management Act 1995*, the *Council's By-Laws*, and the Council's *Dog and Cat Management Plan*.
- Assist in the education and promotion of good animal management to the community in accordance with the Council's *Dog and Cat Management Plan*.
- Assist with Dogs and Cats Online report management, recording and inputting records for incidents and orders, and scheduled follow up of unregistered dogs.
- Undertake proactive patrolling of the Council's parks and reserves to ensure compliance with regulations.

Performance Indicators

- Timely resolution of customer requests and complaints regarding dog and cat matters.
- Timely and accurate reporting in relation the Council's Customer Request System.
- Issue accurate Expiation Notices and Orders in accordance with the Council's standard practices and procedures and in line with the relevant legislative requirements.



2. REGULATORY SERVICES

- Investigate and respond to enquiries associated with Regulatory Services in a timely and effective manner, including enquiries regarding litter and the public realm.
- Ensure that at all times citizens receive ongoing communication regarding their enquires and all matters are '*closed off*' in accordance with the Council's service delivery standards.
- Prepare responses to correspondence as required.
- Undertake investigations regarding Abandoned Vehicles as set out in Section 236 & 237 of the *Local Government Act 1999* (removal and impounding of vehicles).
- Undertake investigations, follow up and enforcement associated with Litter matters, in consultation with the Senior Compliance Officer and the Team Leader, Regulatory Services.
- Inspect reported properties for Flammable Growth complaints during fire season.
- Respond to and investigate complaints regarding matters associated with the Council's By-Laws as required and directed.
- Investigate and respond to Unauthorised Use of Council Land complaints.

Performance Indicators

- Accurate and timely provision of information and responses to complaints in accordance with the relevant processes, procedures and legislative requirements.
- High quality customer service is delivered and the Council's Values are demonstrated at all times.

3. PARKING MANAGEMENT

- Identify, assess and survey any signage and line-marking (associated with parking controls) and advise on the installation, replacement or upgrading, to ensure that parking controls are readily and easily identifiable and enforceable.
- Undertake enforcement of parking controls throughout the City and in Private Parking Areas in which the Council is authorised to undertake enforcement when required to cover call outs, after hours and special circumstances.
- Undertake Residential Parking Permit property site inspections.

Performance Indicators

- Ensure accurate Expiation Notices are issued 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.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role 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 Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- 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 Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

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

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

PERSON SPECIFICATION



QUALIFICATIONS AND/OR EXPERIENCE

- Current South Australian Drivers Licence (essential).
- Animal Management training, qualifications, knowledge, and experience (essential).
- Proficient with Windows software, Microsoft Office applications and other business systems (essential).
- Experience in operating devices and software for issuing expiation notices (essential).
- Qualifications in Local Government Regulatory Services or equivalent (desirable).
- Work Zone Traffic Management (desirable).

KNOWLEDGE

- 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 (essential).
- Thorough working knowledge of the:
 - *Dog and Cat Management Act 1995*;
 - *Local Government Act 1999*;
 - *The Council By-Laws*;
 - *Road Traffic Act (SA) 1961*;
 - *Private Parking Act 1986*;
 - *Australian Road Rules*;
 - *Expiation of Offences Act 1996*;
 - *Fire and Emergency Services Act 2005*;
 - *Local Nuisance and Litter Control Act 2016*; and
 - *Unclaimed Goods Act 1987* (essential).
- Thorough knowledge of Animal Management issues, solutions, and acceptable practices in dealing with these issues, including issuance of orders, expiation notices, and directions (desirable).
- Thorough knowledge of interviewing techniques, investigations, note and statement taking, and keeping accurate records which are capable of being used as evidence (desirable).

SKILLS

- Exceptional customer service skills.
- Excellent written and verbal communication skills.
- Well-developed negotiation and conflict resolution abilities.
- Ability to work in a team environment.
- Effective time management skills.
- Ability to plan, organise and prioritise own work to achieve specific objectives.



EXPERIENCE

- Experience in dealing with Regulatory Services issues in particular Animal Management practices.
- Experience in adhering to and implementing work practices and procedures.

Essential

- Proficient within the MS Windows environment, MS Office applications including Outlook, and other business systems.
- Experience in operating devices and software for issuing expiation notices.
- Experience in gathering and recording evidence, carrying out investigations, taking statements, and recommending action to be taken.

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

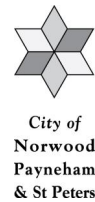
- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.
- Authorised to act for and on behalf of the Council in matters relating to parking management, animal management and regulatory services functions. Complex matters are to be referred to the Senior Compliance Officer or the Team Leader, Regulatory Services.



JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction and annual)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Heat Stress (every three (3) years)
 - Working With Wildlife (every three (3) years)
 - Canine Behaviour (every five (5) years)
 - Isolated Workers (every three (3) years)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (every five (5) years)
 - Work Zone Traffic Management Ticket (every three (3) years)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- After-hours work on a regular roster basis and during community events is required.

GENERAL COMPLIANCE OFFICER
POSITION & PERSON DESCRIPTION
July 2023



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 General Compliance Officer, Regulatory Services.

APPROVED BY:

_____	_____
Mario Barone PSM	Date
CHIEF EXECUTIVE OFFICER	

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

_____	_____
	Date
GENERAL COMPLIANCE OFFICER, REGULATORY SERVICES	

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of
Norwood
Payneham
& St Peters



Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
One Council working together We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> • I will collaborate to get better outcomes • I will deliver in a mutually agreed timeframe • I will reflect on how my actions contribute to the whole experience 	<ul style="list-style-type: none"> • Understanding of Systems Thinking and the impact of your actions and decisions • Role clarity and understanding your role and the role of others
Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> • I will put myself in the customer's shoes which will guide my actions • I will be courageous to give the customer the best experience I can • I will follow up and follow through 	<ul style="list-style-type: none"> • Ability to be courageous in addressing customers' needs and trying new solutions • Emotional intelligence • Ability to follow up the service through the system • Active listening skills
Bring my best We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> • I will be professional and positive • I will ask for feedback and reflect on my service to improve • I will practice self-regulation, self-care and know when to ask for help 	<ul style="list-style-type: none"> • Skilled in giving and receiving constructive feedback • A commitment to stay up to date in technical skills and knowledge • Employs strategies to maintain personal and professional resilience
Be adaptable We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> • I will ask enough questions to understand what service is needed • I will adjust my approach to suit the situation • I will be proactive, consider alternatives and creative solutions 	<ul style="list-style-type: none"> • Skilled in being agile and adaptable • Ability to look for alternatives for best outcomes
Keep it simple We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> • I will use language that is easy to understand • I will actively listen and stay focused on the situation at hand • I will offer relevant answers and solutions 	<ul style="list-style-type: none"> • Ability to communicate well and use positive and constructive language

