

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Community Compliance Officer (Ranger)
Reference No: 12/23**

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

November 2023



POSITION VACANT

Applications are invited for the below position:

Community Compliance Officer (Ranger) – PV 12/23

Attractive Annual Salary in a range commensurate to experience negotiable in excess of \$95K is envisioned for the right candidate.

Tenterfield is a well-renowned historical district surrounded by spectacular bush lands, and enjoys mild alpine summers, sunny winter days and crisp winter nights, blazing red autumns with stunning tree lined roads and bright wildflower springs, along with the benefits of a rural lifestyle with ready access to Northern Coastal/Beach areas of NSW, and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford.

ABOUT THE ROLE - The Community Compliance Officer is primarily responsible for delivering regulatory compliance and enforcement services, to ensure that Tenterfield Shire is maintained by effective and efficient controls, identifying and rectifying issues relating to companion animal control, illegal camping, littering, abandonment of vehicles and articles, management of overgrown allotments, public signage, issue of enforcement notices and assist with the effective and efficient operations of the Shire's Saleyards.

ABOUT YOU – As a highly motivated professional, you will possess relevant qualifications and be experienced in regulatory, animal handling and enforcement controls. You will be customer service focused, demonstrating excellent communication and negotiation skills while dealing with people of diverse backgrounds, along with building strong relationships across our community. You will bring with you a positive attitude and be able to work within our 'fast paced' environment and in our small dynamic work team.

Tenterfield Shire offers a supportive workplace culture built around our values of "ICARE", with fantastic working conditions and a range of additional benefits to help you enjoy life in our local community, including:

- 9 day fortnight;
- 15 days accumulative annual sick leave;
- 4 weeks accumulative Annual Leave;
- Commuter Use Vehicle
- Relocation assistance (negotiable for the right candidate);
- Further learning and development opportunities; and
- Access to onsite monthly counselling through our Employee Assistance Program (EAP).

HOW TO APPLY - Further information and details can be obtained in Council's **Position Information Package**, or by contacting Councils Manager Open Space, Regulatory & Utilities or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications addressing the selection criteria should be emailed to the General Manager at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4.00pm, 30 November 2023**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect & Excellence (ICARE).

Applicants must be an Australian citizen/resident or hold a visa that allows employment in Australia.

Glenn Wilcox
General Manager



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 12/23**

Position applied for: Community Compliance Officer (Ranger)

Mr ☐ **Family Name:** _____

Mrs ☐ **Given Names:** _____

Ms ☐ **Preferred Name:** _____

Miss ☐

Other ☐

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e., 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
Confidential: Job Ref No: 12/23 – Community Compliance Officer (Ranger)
PO Box 214
TENTERFIELD NSW 2372
hr@tenterfield.nsw.gov.au

Job Enquiries:

Manager Open Space, Regulatory & Utilities, or HR, Workforce Development & Safety
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au



Position Description
**Community Compliance Officer
(Ranger)**

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Director of Infrastructure
Section:	Open Space, Regulatory & Utilities
Position Identifier:	RC/V1
Classification:	Grade 17
Industrial Instrument:	Local Government (State) Award
Vehicle:	A suitably equipped vehicle is supplied to carry out required duties.
Location:	Administration Building, 247 Rouse Street, Tenterfield, and Council Depot, Riley Street, Tenterfield.
Date position description approved	March 2023

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

To ensure effective completion of regulatory responsibilities associated with the Companion Animal Control Functions/Act, the Impounding Act and provisions, parking, littering and waste disposal and other regulatory compliance and enforcement requirements and to assist with the effective and efficient operations of the Shire's Saleyards.

Key accountabilities

Within the area of responsibility, this role is required to:

1. Complete Compliance and regulatory duties in accordance with statutory requirements vested in this position.
 2. Exercise statutory powers of an authorised officer under the NSW local government and companion animals' legislation.
 3. Undertake duties in the area of Companion Animal Control as required, including routine inspections with regard to legislative requirements of the Companion Animals Act 1998.
 4. Deliver companion animals regulatory compliance programs and initiatives in accordance with established timeframes, budgets and desired outcomes and liaise with relevant public bodies and members of the general public as required.
 5. Respond to complaints of animal control within the Tenterfield Shire and respond to call outs as required.
 6. Investigate violations of relevant legislation, including animal attacks or animal cruelty, collecting evidence, interviewing witnesses and writing reports.
 7. Prepare and present prosecution briefs and evidence as required.
 8. Enforcement action for, but not limited to, illegal camping, littering, abandonment of vehicles and articles, management of overgrown allotments, and public signage.
 9. Maintain the Companion Animal Pound for the detention, exercise, and good management of animals, including as necessary the humane disposal of animals in accordance with legislation and relevant Council Policy, and undertake the collection of associated fees and charges.
 10. Manage records and databases, complying with Council's administrative systems, processes and policies to ensure that all information is recorded for management reporting needs.
 11. Undertake impounding duties for livestock and abandoned vehicles. Issue of Penalty/Infringement Notices.
 12. Promote a positive public image of the Council, as a caring service provider.
 13. Contribute to the continuous improvement of relevant policies, procedures and workplace improvements.
 14. Maintain appropriate Work Health and Safety (WHS) standards, including site safety, manual handling, standard operating procedures, safe work method statements and the use of personal protective equipment and clothing in line with Council policy and legislation.
 15. Assist in all areas of sale yard management as required, including managing sale-day during the absence of the Manager.
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16. Other duties as directed by the relevant supervisor, consistent with the skills and competencies of the position holder.

Key challenges

- Maintenance of effective community relationships and public acceptance of the Community Compliance role.
- Liaising with challenging customers in person and using problem solving and effective communication to desired outcome.
- Maintaining knowledge and understanding of relevant legislation applicable to the performance of the duties of the position.

Key internal relationships

Who	Why
Infrastructure Services Personnel, Parks & Gardens staff, Governance, Finance, Customer Service staff, HR, Workforce Development & Safety staff.	Completion of required duties

Key external relationships

Who	Why
Rate payers, Residents, Tourists and visitors, Community representatives, Law enforcement, Courts and Legal representatives, Regulatory Authorities	Regular performance of duty

Key dimensions

Relevant Council Revenue and Expenditure Budgets, Shire Area wide, Enforcement Notices issued. Degree of impounding actions.

Decision making

Exercise of powers and enforcement of Relevant Acts and Regulations.

Reports to

Manager Open Space, Regulatory & Utilities

Essential requirements

Animal/Livestock handling experience, Class C Drivers Licence, School Certificate or equivalent and Certificate III or IV in Conduct of Investigations or Local Government, gathering evidence and maintaining accurate records, to achieve results. Ability to interpret and apply legislation lawfully. Experience in the fields of Companion Animal Control, regulatory control and in Local Government Compliance or equivalent.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Intermediate
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Advanced	• Is flexible and readily adjusts own style and approach to suit the situation • Adjusts tactics or priorities in response to changes in the organisational environment • Gives frank, honest advice, even in the face of strong, contrary views • Accepts criticism of own ideas and responds in a thoughtful and considered way • Welcomes challenges and persists in raising and working through difficult issues • Shows composure and decisiveness in dealing with difficult and controversial issues
Personal Attributes Act with Integrity	Advanced	• Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Personal Attributes Demonstrate Accountability	Adept	• Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace
Relationships Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Advanced	• Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the community/region
Relationships Work Collaboratively	Adept	• Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Relationships Influence and Negotiate	Adept	• Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas
Results Plan and Prioritise	Adept	• Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	• Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Results Create and Innovate	Intermediate	• Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices
Results Deliver Results	Adept	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Resources Finance	Intermediate	• Presents basic financial information clearly and in an appropriate format • Uses funds and records financial transactions in line with financial audit and reporting obligations • Makes expenditure decisions within budget limits • Uses financial and other resources responsibly and helps others understand their obligations to do so
Resources Assets and Tools	Adept	• Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Resources Procurement and Contracts	Intermediate	• Helps others understand and comply with basic ordering, receipting and payment processes • Contributes to the identification of business requirements, deliverables and expectations of suppliers • Provides objective input to evaluation processes for proposals and tenders • Works with suppliers and contractors to ensure that goods and services meet time and quality requirements

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Experience in the fields of Companion Animal Control, regulatory control and saleyards management or similar role using knowledge of enforcement and compliance of relevant legislation including the Conduct of Investigations, gathering evidence and maintaining accurate records, to achieve results. Ability to interpret and apply legislation lawfully.
2. Certificate IV in Law Enforcement or equivalent
3. Basic knowledge of The Local Government Act 1993, Environmental Planning and Assessment Act 1979, Protection of the Environment Operations Act 1997 and other relevant legislation.
4. School Certificate or equivalent and Certificate III or IV in Local Government Compliance or equivalent.
5. Basic computer skills including ability to use Microsoft Office applications such as Word, Excel and Outlook.
6. Able to demonstrate sound communication skills, both written and oral.
7. Demonstrated ability to deal courteously and effectively with members of the public, including being able to relay clear and concise directions when required. Ability to develop productive working relationships.
8. Demonstrated ability to apply highly developed conflict resolution and negotiation skills – to think practically and with common sense.
9. Animal/Livestock handling experience.
10. Class C Drivers Licence.
11. Sound knowledge of Workplace Health and Safety practices and possess a General Construction Induction (White) Card.
12. Ability to work with limited supervision and to set and meet deadlines.

Desirable:

1. First Aid Certificate.
 2. Applicant is trained, authorised officer in Self Enforcing Infringement Notice System (SEINS) or is able to demonstrate the aptitude to attain this certification.
 3. Experience in preparing evidence briefs and Court attendance.
 4. Environmental Services qualifications.
 5. Some knowledge of GIS or ability to acquire that knowledge.
 6. Training & Assessor certification.
 7. Firearms License.
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General Information

Hours of work:

Full time position - Council operates a nine (9) day fortnight system of seventy-six (76) working hours, with fortnightly pays. Work Hours are generally 7:15am to 4:30pm Monday to Thursday inclusive and 7:15am to 4:00pm on Fridays with every second Friday being a Rostered Day Off (RDO).

Some variation in work hours will be required, depending on work status and emergency call-outs, including overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with the NSW Local Government (State) Award and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Working With Children Check:

It is an offence for an employer to employ a Prohibited Person. The successful applicant will be required to undergo a Working with Children Check prior to the appointment of this position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following: -

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Physical:

The incumbent must be physically able to carry out their daily tasks in an ergonomically safe and healthy manner and carry out any safety drill or rescue.

Job Description:

This position description is indicative, and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the **selection criteria** listed in the **Position Description** and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following: -

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge, or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) or (3) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are normally held at a Council facility. Face to face interviews are preferred, however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually can take between 30-45 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical and security check. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the Position Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed and addressed to the General Manager.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
