

Position Description

Ranger

September 2023

DETAILS

Team	Ranger Services
Department	Waste, Cleansing and Public Safety
Division	City Services
Supervisor	Supervisor Ranger Services
Direct Reports	NA
Grade	10
Delegation of Authority	Delegation to issue correspondence, notices, orders, penalty notices and undertake Council's regulatory functions in accordance with the delegation of authority from Council's General Manager.
Budget	NA
City Plan Directions	6c: The safety of our community is paramount and is acknowledged and supported through proactive policies, programs and strategies. 9d.2: Implement operational programs to monitor and enforce relevant road rules in designated locations e.g. school zones, shopping precincts, residential parking areas and recreational areas

PURPOSE

To implement Council's regulatory functions and services and provide quality, customer focused regulatory and enforcement services and activities

KEY ACCOUNTABILITIES

1. Effectively and efficiently implement Council's regulatory functions and services.
2. Investigate, assess, determine and resolve customer action requests, enquiries and complaints in a timely, customer focused and professional manner.
3. Act as an authorised officer and exercise delegated authority, to issue notices, orders, directions and penalty infringements and undertake enforcement responsibilities under various legislation, in accordance with the instrument of delegation from the General Manager.
4. Investigation, determination and enforcement of regulatory services and requirements relating to companion animals, parking/road rules, building, environmental, compliance and other regulatory matters.

5. Undertake inspections of premises or public land to assess and enforce compliance with relevant legislation, criteria and standards and implement enforcement and compliance action to satisfy relevant legislation, policies, rules and standards.
6. Implement Council's regulatory responsibilities under the *Companion Animals Act 1998* and competently handle animals as required.
7. Undertake vehicle-related investigation and enforcement activities under relevant roads and impounding legislation and NSW road rules.
8. Investigate alleged breaches of legislation and regulatory requirements and action each matter as appropriate, to reach a satisfactory resolution and outcome.
9. Negotiate, mediate and effectively resolve complex and sensitive matters with parties to achieve satisfactory outcomes.
10. Preparation of statements of evidence and represent Council in the Land and Environment Court and Local Court, where required.
11. Prepare and maintain accurate and detailed reports and up-to-date file notes, memoranda and correspondence.
12. Provide helpful, courteous and respectful advice and information about Council's regulatory responsibilities, parking and traffic rules, animal matters, road safety, building, compliance and other regulatory matters to the community, staff and relevant authorities.
13. Undertake regulatory and enforcement activities between the hours of 6.00am and 10.00pm on weekdays or weekends including public holidays, on a rostered basis and/or as may be required by the Manager or Coordinator or Supervisor.
14. Contribute positively to the effective operation of the department and undertake any other duties as may be requested for the effective operation of the department.
15. Demonstrate consideration and implementation of Council's ICARE Values in all activities, tasks, services and projects undertaken.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Tertiary qualifications and/or demonstrated knowledge and experience in relevant local government regulatory functions and services or similar activities.
2. Knowledge and understanding of local government regulatory, environmental, building, development control, certification and protection of the environment functions and services.
3. Knowledge and understanding of the local government regulatory functions and services under relevant legislation, including; the *Local Government Act 1993*, *Australian/NSW Road Rules 2014*, *Companion Animals Act 1998*, *Environmental Planning and Assessment Act 1979*, *Protection of the Environment Operations Act 1997* and other relevant legislation.
4. Ability to communicate effectively with people at all levels and to establish and maintain interpersonal relationships.
5. Ability to thoroughly research, assess and determine regulatory matters, negotiate and develop solutions to achieve satisfactory outcomes.
6. Demonstrated customer service skills.
7. Ability to observe details, record information in an accurate and legible manner and write quality reports.
8. Ability to competently and effectively handle and control animals, particularly dogs and cats
9. High quality, effective and customer focused written and oral communication skills.
10. Ability to exercise delegation of authority and to operate effectively and professionally with limited direct supervision.

11. Hold a valid Class C drivers licence at all times.
12. Demonstrated computer literacy skills.
13. Knowledge and commitment to EEO, WH&S and the principles for a culturally diverse society.
14. Commitment to ethics, probity and transparency in decision making.

DESIRABLE

15. Tertiary qualifications in local government regulatory functions and services e.g. Rangers Certificate IV, Regulatory Investigations, Environmental Health and/or Building or other relevant qualification.
16. Experience in local government regulation and compliance functions and services.
17. Knowledge and experience in preparation of statements and evidence for Court matters and representing Council in Court.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
Good driving record or possession of a driving licence required	YES
Specify licence type: Must hold a Class C at all times	YES
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy