

LOCAL LAWS OFFICER POSITION DESCRIPTION



Position Summary

The Local Laws Officer will provide assistance to the community in relation to the administration and enforcement of our local laws ensuring a safe and pleasant environment is maintained for our community and visitors.

Position Details

Title:	Local Laws Officer		
Classification:	Band 4	Position Number:	411
Category and status:	Permanent full time, part time or casual		
Reports to:	Community Amenity Coordinator		
Supervises:	NIL		
External relationships:	Community members, police, VicRoads, CFA, schools, other government departments and authorities		
Date PD approved:	December 2024		

Position Key Responsibilities

Investigate and resolve Local Law complaints	<ul style="list-style-type: none"> Investigate complaints in relation to local laws (mostly domestic animal e.g. wandering dogs, dog attacks, livestock at large and parking complaints). Provide courteous and professional advice to the community in relation to local laws and their compliance. Authorise "Notice to Comply" in cases of non-compliance. Make recommendation to the Team Leader on the issuing of infringements.
Animal Management	<ul style="list-style-type: none"> Impound domestic animals found at large. Follow up on un-registered animals.
Livestock Management	<ul style="list-style-type: none"> Manage wandering stock by returning stock to owners or impounding. On occasion, monitor droving of stock through and within the Shire.
Patrols/inspections	<ul style="list-style-type: none"> Carry out regular patrols of areas subject to parking restrictions and issue parking fines. Assist with and report on traffic control signage. Conduct inspections in relation to permit requests. Patrol events including waterway events. Carry out ad hoc patrols to identify local law issues.
School Crossing	<ul style="list-style-type: none"> On occasion, provide school crossings service in the absence of school crossing supervisor/s.

Position Organisational Responsibilities

Leadership	Not applicable
Strategy and policy	Not applicable
Budget	Not applicable
Internal meetings	Position will be required to participate in regular team meetings.
External collaboration	Position may, on occasion, be required to represent Council in a range of forums such as industry networks, government/agency workshops etc.


Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met.
Corporate records	Position is responsible for the accurate and timely storage of Council records, relevant to the position, in Council's record management system.
Legislative framework	Position is accountable for Council's obligations under the following legislation: NIL
Customer Service	Position is accountable for adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position may be required to take a role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.

Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the provision of courteous and professional customer service and for the accuracy of advice given. Position is accountable for the accuracy and timeliness of file notes and other relevant record keeping. Position has authority to issue notices to comply and to make recommendation in relation to the issue of infringement notices.
Judgement and decision making	The objectives of the work are well defined with relevant procedures and templates in place. Sound judgement will be required in the identification, handling and escalation of conflict situations. Guidance and advice will always be available from the Local Laws Coordinator, Manager or Director.
Specialist skills/knowledge	Position requires high level customer service skills with the ability to identify and negate situations of conflict. Position requires animal management skills, and skills in Microsoft Office applications, particularly outlook, word and excel.
Management skills	Position must be able to manage time, prioritise, organise and plan own work.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from community members.
Qualifications/experience	Cert IV Government (Statutory Compliance) and Cert IV Animal Control and Regulation.

Selection Criteria

Experience	Previous experience working in an enforcement environment would be an advantage.
Animal management	Previous experience working with stock and domestic animals would be an advantage.
Computer skills	Experience with MS suite and the ability to record statements and enter notes into Councils systems.
Communication	Must have well developed communication skills with the ability to provide courteous customer service at all times
Negotiation skills	Demonstrable ability to deal with conflict situations and the ability to negotiate successful outcomes.
Qualifications	The ability and preparedness to undertake the Cert IV Government (Statutory Compliance) and Cert IV Animal Control and Regulation.
Environment	Must have the ability to work in a range of outdoor environments and have the ability to participate in the out of hours on-call roster.

Acceptance of Position Description		
Approved: Chief Executive Officer	Signature: 	Date: 2/12/2024
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	Signature:	Date:

Position Description: Local Laws Officer
Altus ECM reference: INT20/2E7E2062
Position Description developed: June 2022
Position Description reviewed: November 2024