

COMPLIANCE OFFICER – ILLEGAL DUMPING

POSITION DESCRIPTION

Position Title	Compliance Officer – Illegal Dumping
Directorate	Community Services
Department	Community Education and Compliance
Position No.	64,551.00
Classification	Three (3)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Program Leader – Community Compliance
Last Review Date	November 2025

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Community Education and Compliance (CEC) Department aims to promote an integrated, education-first approach to Council's responsibilities in maintaining public order, health, safety, and wellbeing within our communities. The department is dedicated to enhancing the understanding and capacity of residents, business owners, and visitors regarding their obligations to comply with policies and standards related to the built and natural environment, food safety, local laws, and animal management.

POSITION SUMMARY:

The Compliance Officer - Illegal Dumping is responsible for protecting community amenity, environmental values, and public safety across the Isaac Region by investigating illegal dumping incidents, conducting proactive patrols and surveillance activities, gathering evidence, undertaking compliance and enforcement actions, and delivering community education and awareness initiatives. The role provides professional and responsive customer service, maintains accurate records and reports, and works collaboratively with internal and external stakeholders to prevent and address illegal dumping.

The position requires frequent travel throughout the region, including extended periods of driving, overnight stays, and working independently in remote and isolated locations, with accommodation provided by Council where required.

DUTIES:

1. Investigate reported illegal dumping incidents and coordinate appropriate compliance actions.
2. Conduct patrols and surveillance activities to identify and deter illegal dumping.
3. Collect, preserve, and manage evidence in accordance with legislative and Council requirements.
4. Interview witnesses and persons of interest and maintain accurate investigation records.
5. Issue warnings, directions, compliance notices, and infringement notices where authorised.
6. Prepare investigation reports, correspondence, statements, and other compliance documentation.
7. Organise and coordinate the cleanup of illegal dumping sites with internal and external stakeholders.
8. Deliver community education and awareness programs to promote responsible waste disposal practices.
9. Provide advice and guidance to residents, businesses, and community groups on illegal dumping matters.
10. Maintain accurate records within Council's corporate systems and relevant reporting databases.
11. Assist with program reporting, funding acquittals, and performance monitoring requirements.
12. Contribute to continuous improvement initiatives and provide administrative support to operational activities as required.
13. Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

KEY COMPETENCIES:

1. Knowledge of Legislation and Compliance Demonstrated knowledge of relevant legislation, including the Local Government Act 2009, Waste Reduction and Recycling Act 2011, Environmental Protection Act 1994, associated regulations, and Council Local Laws.
2. Communication and Customer Service Skills Well-developed verbal and written communication skills with the ability to provide quality customer service, prepare correspondence and reports, and communicate complex information clearly and professionally.
3. Investigation and Compliance Skills Demonstrated ability to undertake investigations, collect and manage evidence, maintain accurate records, exercise sound judgement, and apply compliance and enforcement processes.
4. Relationship Building and Conflict Resolution Proven ability to build positive relationships with internal and external stakeholders, manage conflict effectively, and achieve outcomes in a respectful, professional, and customer-focused manner.

5. Organisation and Technology Skills Demonstrated organisational skills, attention to detail, and ability to manage competing priorities, together with proficiency in the use of computer systems, mobile technology, databases, and document management systems.

EXPERIENCE

1. Previous experience in a compliance, regulatory, local government, law enforcement, environmental, or similar investigative role.
2. Experience conducting investigations, collecting and managing evidence, and preparing reports, statements, or other compliance documentation.
3. Experience applying legislation, policies, procedures, and regulatory frameworks to achieve compliance outcomes.
4. Demonstrated experience operating surveillance equipment and undertaking monitoring, inspection, or enforcement activities.
5. Demonstrated experience delivering community education, stakeholder engagement, and customer service in situations requiring tact, diplomacy, and sound judgement.

Qualifications

Mandatory – this role requires the possession of:

1. Valid Drivers Licence.

Desirable

1. Certificate IV in Government Investigations or other recognised qualifications in investigating littering, illegal dumping or Local Laws.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		