

## Position Description - Ranger

|                                               |                                |
|-----------------------------------------------|--------------------------------|
| <b>Position Number:</b>                       | 4003B                          |
| <b>Directorate:</b>                           | Planning and Sustainability    |
| <b>Business Unit:</b>                         | Regulatory Services            |
| <b>Hours Per Week:</b>                        | 38                             |
| <b>Award:</b>                                 | Local Government (State) Award |
| <b>Grade (SAS):</b>                           | 12                             |
| <b>Location:</b>                              | Civic Centre                   |
| <b>Position Reports to:</b>                   | Senior Regulatory Officer      |
| <b>Positions Reporting Direct to this One</b> | Nil                            |

## Our Values



### Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



### Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



### Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



### Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



### Equity

We deal equally and honestly with customers and each other

## Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

To implement effectively Council's program of regulatory and compliance control which gives effect to statutory and Council requirements and at the same time enhances Council's image and services and contributes to community harmony and amenity

## Principal Accountabilities

- Liaise with the public and provide advice regarding regulatory enquiries and general Council information.

- Conduct foot and vehicle-based parking enforcement operations within the Lane Cove local government area.
- Assist Council and appear as a witness with matters at the Local Court arising from the issuing of infringement notices, if required
- Investigate and respond appropriately to regulatory matters in accordance with the Companion Animals Act 1998, Local Government Act 1993, Protection of the Environment Operation Act 1997, Environmental Planning and Assessment Act 1979, Biosecurity Act 2015, Roads Act 1993 and other legislative controls.
- Contribute to a parking infringement program within laid-down priorities, and assess these results on a monthly basis
- Participate in after-hours and emergency on call service outside of normal hours and weekend work
- Provide support to the Senior Ranger and other duties as directed.

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## Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.
- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

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## Selection Criteria

### Essential

#### Skills/Experience

- Current and valid Class C Driver's Licence;
- Demonstrated experience working in a similar role;

- Demonstrated effective time management and organisational skills with the ability to multi-task and balance competing priorities;
- Proven strong analytical skills with experience interpreting legislative instruments and effectively communicating advice to stakeholders;
- Demonstrated ability to work autonomously in addition to effectively contributing to a team;
- Demonstrated commitment to high level customer service with proven effective complaints handling, problem solving and conflict resolution skills; and
- Demonstrated strong and effective written and verbal communication and interpersonal skills.

### **Desirable**

- Certificate IV in Government Investigations (Regulatory Compliance);
- Demonstrated previous Local Government experience;
- Demonstrated previous animal handling and control experience; and
- Demonstrated previous experience issuing infringements.

### **Other**

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

## **Signature**

Position Holder: \_\_\_\_\_ Date: \_\_\_\_\_

## **Reviewed and Finalised**

**Date: September 2026**