Melton City Council

Community Safety Officer (Ranger Services)

Position Description
PD: 00240

A vibrant, safe and liveable
City accessible to all

CITY OF MELTON

1. Position details

Position Title	Community Safety Officer (Ranger Services)
Directorate	City Delivery
Business Unit	Community Safety
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader – Ranger Services
Supervises	Nil
Internal liaisons	• Community Safety Staff • Customer Services • Legal and Governance • Planning and Enforcement • Operations staff
External liaisons	• RSPCA • Victoria Police • Solicitor • Contractors • Members of the public

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Enhance amenity and safety in the municipality of Melton through the effective and efficient administration education and enforcement of community compliance with relevant legislation and Local Laws.

- Responsible for a broad range of functions within Council Local Laws, relevant Acts and Regulations which include parking control, litter & fire prevention as well as Animal Management.

5. Key responsibility areas

- Provide guidance, advice and assistance to residents, ratepayers and visitors in relation to compliance matters.
- Conduct prompt response and timely investigation into complaints received including appropriate customer feedback.
- Plan time effectively and actively patrol the municipal district as rostered or required to ensure compliance with the legislation, issuing notices where necessary in accordance with standard operating procedures.
- Accurately record and submit all activities daily, and update council systems on a task-by-task basis.
- Report on all equipment, signage and other infrastructure that requires attention or does not comply with safety standards or legislation.
- Conduct inspections and audits of animal related facilities and restricted breed premises and other tasks relating to the Act and Council's Animal Management Plan.
- Participate as a team member of the after-hours program service that includes an on-call availability and overtime service.

6. Accountability and extent of authority

- Monitoring and enforcement of relevant legislation relating to parking, animal management, litter, and fire prevention.
- Provision of information and advice to customers regarding all aspects of the Local Laws and relevant Government legislation relating to this role.
- Act within the Unit operational procedures and guidelines, any task outside of this will be discussed with senior staff who will provide guidance and direction.
- Approve and officially sign infringements, notices to comply and correspondence in accordance with the relevant templates and according to written procedures.

- Provide guidance to any casual or temporary staff assigned for training or other support.
- Good understanding of the delegated level of authority and when to seek approval for actions when operating in the field as a sole operator.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks .

7. Judgement and decision making

- Accurately interpret and provide timely decisions and advice to customers in accordance with regulations and established organisational procedures and processes.
- Make decisions and influence outcomes to ensure compliance related matters are dealt with in accordance with Council's delegation.
- Make recommendations regarding destruction of sick/injured stock and/or wildlife.
- Actively assist community members find resolution to a range of local law and other matters.

8. Specialist skills and knowledge

- Research and respond to a range of complaints including local law and amenity matters through to highly regulated matters pertaining to animal management, fire prevention and litter.
- Comprehensive knowledge of legislation relating to Civic Amenity & Compliance. For example, Road Safety Act, Road Safety Road Rules, Domestic Animals Act, Summary Offences Act, Infringements Act, Local Government Act, and Environment Protection Act, Impounding of Livestock Act.
- Knowledge of Magistrates Court procedures and documentation requirements (for prosecution by Council's Solicitor).
- Animal handling in accordance with current workplace practices and requirements.
- Ability to use a computer and electronic infringement issuing devices.

9. Management skills

- Manage own time, set priorities, plan and organise one's work together with contributing to the priorities determined for the unit.
- Be flexible and handle multiple tasks under competing priorities.
- Understanding and proven ability to apply relevant Equal Opportunity, OHS Privacy and Disability legislation and policies.
- Assist with the implementation of new systems and practices aimed towards continuously improving service delivery.
- Assist with the induction and supervision of new staff members and contractors.
- Engage with the community to promote understanding and cooperation through education.

10. Interpersonal skills

- High level of oral and written communication skills when communicating with internal staff, customers and representing in a Court setting.
- Respond to highly emotional residents at Council offices and in the municipality, consistently representing Council in a professional manner.
- Diffuse conflict and show appropriate empathy whilst enforcing Council decisions.

- Work effectively with minimum supervision.

11. Qualifications and experience

- Degree or diploma course with little or no relevant work experience, alternatively Certificate IV in Statutory Compliance (Government) and Animal Control and Regulation with relevant work skills.
- Current valid Victorian Driver's Licence.
- Current Working with Children check.

12. Key Selection Criteria

1. Degree or diploma course with little or no relevant work experience, alternatively Certificate IV in Statutory Compliance (Government) and Animal Control and Regulation with relevant work skills.
2. Manage time, plan duties, and prioritize whilst maintaining the flexibility to cope with urgent situations.
3. Demonstrated appropriate empathy and ability to manage and diffuse conflict.
4. Demonstrated ability to work independently and as a member of a team.
5. Provide detailed briefs of evidence in a timely manner and to represent Council in general court proceedings.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Community Safety	January 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date