

COMMUNITY LAWS OFFICER

Position Number:	Internal
Banding/Remuneration:	Band 5
Division/Branch:	City Development / Community Amenity
Reports To:	Team Leader Community Laws
Date Approved:	April 2023

Position Objectives:

Reporting to the Team Leader Community Laws, the Community Laws Officer ensures a peaceful and safe environment for all residents and visitors by effectively administering and enforcing compliance with relevant State Legislation and Local Laws, including parking legislation.

Team Structure:



Key Responsibility Areas:

Implementation and Enforcement

- Implementing, administering and enforcing Local Laws and relevant State Legislation and Codes of Practice, while maintaining up to date knowledge
- Undertaking proactive patrols of the municipality, implementing programs, investigating customer reports and achieving satisfactory resolutions, issuing infringement notices, preparing court briefs and, if necessary, giving evidence in Court

- Implement Animal Control, Local Laws and Community Laws programs, ensuring complaints/reports are investigated promptly and satisfactorily resolved
- Issue infringement notices for contravention of relevant legislation and act as an informant on related matters
- Impound and dispose of abandoned vehicles, shopping trolleys and illegal signs in accordance with Council's policy and procedures
- Communicate effectively and use conflict resolution techniques as necessary

Other Duties

- Contribute to and participate in the implementation of physical presence strategies, and community education and liaison strategies to achieve administration and enforcement objectives
- Prepare briefs for Council's Prosecutions Officer and, if necessary, give evidence in court
- Participate as an effective member of the Community Laws team; in particular: as required, provide day to day direction to other Community Laws Officers or receive and act on such direction; and contribute to improving the efficiency and effectiveness of Community Laws administration practices and procedures
- Take all reasonable steps to provide a safe working environment in accordance with the City of Monash OH&S Management Program
- Contribute to the improvement of local implementation, administration and enforcement practices and procedures and to support cost reduction targets
- Provide innovative ideas and suggestions to continually improve services and work practices
- Establish and maintain effective, respectful working relationships across the work unit and as required, more widely
- Exercise effective communication with colleagues and key stakeholders

Accountability and Extent of Authority:

- This position operates under the supervision of the Team Leader Community Laws
- This position requires the incumbent to ensure a peaceful and safe environment for all residents and visitors by effectively administering and enforcing compliance with relevant state legislation and Local Laws
- Specifically, the position is directly responsible and accountable for undertaking investigations of breaches of relevant legislation and Local Laws
- This position has no extended authority to withdraw any matter or thing in relation to any action instigated by the incumbent or any other Council Officer, unless specifically instructed to do so by Council's Coordinator Community Laws

Judgement and Decision Making:

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of alternatives
- Problems are occasionally complex or technical, with new situations requiring some creativity and originality
- Guidance and advice is usually available within the required time to make a choice

- Decisions may be made independently without the guidance or approval of supervisors in day to day operational situations and in accordance with policy and procedure guidelines. Generally, these decisions relate to operational matters e.g.: issuing permits, giving extensions of time for compliance etc.
- The incumbent is responsible for making formal recommendations to the Team Leader Community Laws on methods, procedures and equipment necessary to perform and improve required duties

Specialist Knowledge and Skills:

- Knowledge of the various Acts, Regulations and Local Laws relevant to the functions of the Community Laws team and the ability to apply that knowledge in implementing, administering and enforcing the aforementioned legislation
- Animal control knowledge and implementation, administration and enforcement of animal control
- Knowledge and ability to handle animals within a local law's context
- Knowledge of investigation methods and techniques
- Familiarity with relevant computer/PC applications/software
- Administrative skills including report/letter writing skills and ability to maintain quality assurance type procedures and to provide related reports
- Understanding of the underlying principles involved as distinct from practices
- Understanding of long-term unit goals, relevant policies, regulations, precedents and appreciation of wider organisation goals

Management Skills:

- Skills in time management, setting priorities, planning and organising one's own work
- Ability to develop and implement the delivery of administrative functions and responsibilities in the context of continuous improvement and change management principles
- Achieve specific objectives within available resources and timetable

Interpersonal Skills:

- Highly developed interpersonal skills and communications skills and the ability to relate successfully with customers, colleagues and stakeholders
- Ability to write reports in the field of expertise and external correspondence
- Ability to gain co-operation and assistance from clients and other employees

Qualifications and Experience:

- Relevant tertiary qualifications or Certificate IV in Animal Control & Regulation or Local Government (Regulatory Services), or similar qualification
- The incumbent will have significant experience in a regulatory/law enforcement environment, preferably in Local Laws
- A Victorian Drivers Licence. It is a mandatory requirement that appointment to this position is subject to the incumbent maintaining a current Victorian Motor Vehicle Licence

Key Selection Criteria:

- Demonstrated ability to investigate and satisfactorily resolve complaints and breaches of relevant legislation and Local Laws
- Ability to interpret relevant legislation and to enforce breaches by, but not limited to, issuing infringement notices, summonses, preparing court briefs of evidence and giving evidence in court
- Competency in the use of computer systems, including the input and retrieval of data and maintaining work records
- Ability to prepare correspondence and reports
- Ability to effectively communicate, negotiate and use conflict resolution techniques with a customer service focus
- Demonstrated ability to manage time, plan and prioritise work and meet deadlines and targets

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.