

Prosecutions and Infringement Support Officer

Position Number:	P400014
Banding/Remuneration:	Band 5
Division/Branch:	City Development /Community Safety and Amenity
Reports To:	Prosecutions & Infringement Management Coordinator Community Safety and Amenity
Date Approved:	August

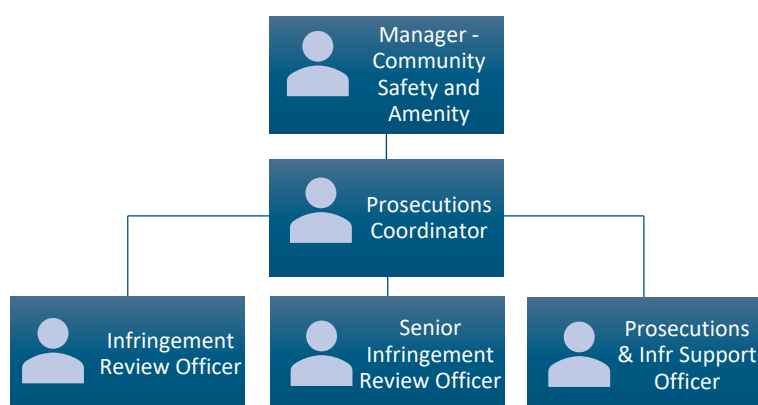
Position Objectives:

The Prosecutions and Infringement Management function supports Council's legislative and enforcement responsibilities by ensuring prosecution matters, infringement management and reviews, and related statutory processes are managed fairly, consistently, and in accordance with relevant legislation.

The role plays an integral role within the Community Safety and Amenity Department by providing effective, efficient, and professional administrative support to the Prosecutions Coordinator and the Infringement Management team. The position assists with the preparation and management of prosecution and infringement-related matters, including document preparation, correspondence, record management, system updates, and liaison with Infringement Review Officers, employees across all levels of Council, external stakeholders, and community members.

The Prosecutions Support Officer reports directly to the Prosecutions Coordinator, who forms part of the Community Safety and Amenity management team.

Team Structure:



Key Responsibility Areas:

- Provide administrative support and assistance to the Prosecutions and Infringement Management Coordinator, including filing proceedings, maintaining records, processing court requests, issuing letters, and closing, archiving or finalising matters.
- Support the functions and responsibilities of the Infringements Review Team.
- Undertake timely and accurate processing and assessment of applications for a review of a decision to issue an infringement notice by Council enforcement officers and carry out any other administrative requirements associated with the infringement management process.
- Prepare high quality written responses in line with legislative guidelines and Council policies, explaining review outcomes (the decision) and addressing any customer concerns.
- Consider and process other applications that arise from the infringement process, for example: driver nominations.
- Respond to and resolve customer enquiries.
- Participate and provide input into the development of policies, procedures, continuous improvement activities and project work.

Accountability and Extent of Authority:

- The role operates under the direct supervision of the Prosecutions and Infringement Management Coordinator in accordance with established guidelines and policies.
- The incumbent may Lodge Court proceedings in the Magistrates' Court on behalf of Prosecutions and Infringement Management Coordinator.
- The position requires the incumbent to conduct independent reviews of decisions to issue infringement notices and to prepare written responses detailing the outcome of each review. Reviews are to be conducted in strict accordance with established guidelines and policies, the Infringements Act 2006, and other relevant legislation.
- The incumbent may decide to withdraw or not to withdraw an infringement notice.
- The incumbent may decide to accept or not accept applications for review or other documents associated with the Infringement Management Process, such as a 'driver nomination form'.
- The incumbent may decide to request further information in order to appropriately withdraw or not to withdraw an infringement notice.
- The incumbent may sign letters associated with matters relevant to the functions and responsibility of the role.
- The role operates under routine guidance and direction, which is always available.
- The incumbent will be appointed as an Authorised Officer as required, under a range of relevant Acts and regulations.

Judgement and Decision Making:

- A considerable number of independent decisions are to be made on a daily basis; however, the incumbent may only make decisions that are consistent with established guidelines and policies.
- There is no discretion to act outside of any such guideline or policy and any procedural departure can only occur in consultation with, and approval from, a member of the department's management team, or the Prosecutions Coordinator.
- Judgement needs to be exercised in accordance with established guidelines and policies, and in doing so, the viewpoint of a 'reasonable' person'.
- Any guidance or advice required is always readily available

Specialist Knowledge and Skills:

- Knowledge and understanding of prosecutions functions, processes and associated proceedings
- Knowledge and understanding of brief preparation and case management
- Ability to interpret and apply legislation.
- Knowledge and understanding of the Infringement Management System and the Victorian Courts.
- Ability to interpret, apply and adhere to regulatory and organisational guidelines, policies and procedures.
- Ability to effectively utilise a range of computer software and applications.
- Ability to read, comprehend and analyse complex correspondence and respond to a high standard that adequately, appropriately and comprehensively addresses all of the matters raised.

Leadership Skills:

- Shares vision and purpose - optimistically discusses the team vision and core purpose
- Navigates strategy - anticipates future consequences
- Shares responsibility and accountability
- Takes proactive action and discusses challenging issues
- Judgement is exercised within the framework of Legislation, Council policies, procedures and well-defined practice
- Demonstrate understanding of the functions and responsibilities of the team as well as the department and the workflows within the organisation
- Respond to enquiries and ensure matters are referred promptly to the appropriate member of the team

Management Skills:

- Well-developed organisational skills, including the ability to deal with high volume workload, manage time, plan and organise own work.
- Ability to be responsive and flexible in the allocation of time and prioritising work commitments to ensure all duties are carried out promptly and comply with statutory and Council requirements.

Interpersonal Skills:

The incumbent must possess well-developed interpersonal skills. Of particular importance:

- Excellent oral communication skills, including the ability to effectively respond to, and work with, customers (either by telephone or in person), who are the subject of enforcement processes
- Ability to show initiative and flexibility
- Ability to work within a team environment
- Ability to develop and maintain effective internal and external networks to facilitate the resolution of issues.
- Highly developed written communication skills in order to prepare correspondence (including well-reasoned responses) on a range of issues.

Qualifications and Experience:

The following qualifications and experience are required for the position:

- A qualification in Justice Studies or equivalent, including Completion of post-secondary training/qualification in administration

- knowledge of relevant legislation (Legal/law enforcement knowledge/experience preferred)
- Experience in preparing complex correspondence
- Experience in a fast-paced administrative environment, preferably in regulatory environments, and including the use of a range of computer software and applications
- Experience in the practical application of legislative and organisation guidelines, processes and procedures
- 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:

- Experience in prosecution, infringement or regulatory case management, including administrative support, document preparation and finalisation of matters.
- Ability to interpret and apply legislation, policies and procedures to support fair, consistent and defensible decision-making.
- Highly developed written communication skills, including the ability to prepare clear, accurate and well-reasoned correspondence.
- Strong verbal communication and interpersonal skills, including the ability to respond professionally to customer enquiries and work with internal and external stakeholders.
- Well-developed organisational and time management skills, including the ability to manage high-volume workloads, competing priorities and statutory deadlines.
- Proficiency in administrative systems, records management and computer applications, with the ability to maintain accurate records and support efficient workflows.