

Position Description – Team Leader – Ranger

Position Number:	4114
Directorate:	Planning and Sustainability
Business Unit:	Regulatory Services
Hours Per Week:	38
Award:	Local Government (State) Award
Grade (SAS):	20
Location:	Civic Centre
Position Reports to:	Manager – Regulatory Services
Direct Reports:	7

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

The role of Team Leader – Ranger is to ensure Lane Cove Council provides best practice regulatory services, giving effect to statutory and Council requirements whilst enhancing Council's image and services and contributing to the health and safety of residents.

To lead, coordinate and supervise staff in the Rangers team which includes the following functions and services:

1. A quality first - responsive complaint investigation service in matters including (but not limited to) animal management, parking, abandoned vehicles, pollution incidents, unlawful land uses and development and environmental activities;
2. Ensuring organised systems, strategies and procedures developed, implemented and followed to manage team functions; and

3. Enforcement of relevant local government legislation and policy, including issuing penalty infringement notices, notices, directions and declarations where there are breaches and recommending prosecutions in accordance with procedures.

Principal Accountabilities

- Lead and coordinate the Rangers team to provide efficient and timely service within council policies, procedures and legislative requirements.
- Lead and contribute to a high quality, first-response complaints investigation and resolution service, making sure records are accurate, and maintained on Council record systems.
- Lead, investigate and respond appropriately to environmental health issues and other regulatory matters in accordance with the Companion Animals Act 1998, Local Government Act 1993, and Protection of the Environment Operation Act 1997, Environmental Planning and Assessment Act 1979, Noxious Weeds Act 1993, Roads Act 1993 and other legislative controls.
- Develop and implement systems, strategies, programs and procedures to improve the efficiency and effectiveness of the Rangers team.
- Lead and contribute to a parking enforcement program within laid-down priorities and assess these results on a monthly basis.
- Coordinate and contribute to an after-hours emergency on-call service 7 days/week on a rotating basis.
- Lead the Rangers team to respond, including emergency after hours responses, to environmental pollution incidents and development compliance offences in liaison with other staff.
- Lead recruitment and performance management of staff within the team.
- Establish a point of contact between Council and the community in regulatory enforcement generally.
- Lead the Rangers team to provide on-going support to other teams within Council.
- Prepare partnership agreements for all service functions.
- Review and prepare reports to the Director – Planning and Sustainability Services on matters involving Regulatory functions.
- Prepare and coordinate reports, documentation and penalty infringement notice representation from the Public and the NSW Infringement Processing Bureau, ensuring that all are handled in accordance with Council Policy and State Government Guidelines.
- Support senior management and contribute positively to the performance of the team and directorate in delivering corporate requirements, outcomes and specified outputs.
- In addition to leading the team, the Team Leader – Ranger is also required to carry an operational workload by conducting patrols and investigations where necessary.
- Undertake the role of Council's Local Emergency Management Officer (LEMO) and duties as per the State Emergency Management Committee.

- Undertake other relevant duties that relate to Council's Regulatory functions as directed by the Director – Planning and Sustainability that are consistent with the position holder's skill, competence and training.

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.

Selection Criteria

Essential

Qualifications

- Certificate IV in Local Government (Regulatory Services) or an equivalent qualification in compliance, regulatory services, local government, justice, law enforcement, investigations or a related field and/or significant experience as a Ranger, Senior Ranger, Regulatory Officer, or Compliance Officer.
- General Construction Induction Card (White Card).

Skills/Experience

- Demonstrated knowledge and understanding of legislation enforced by Local Government Rangers including (but not limited to) the Local Government Act 1993, Protection of the Environment Operations Act 1997, Companion Animals Act 1998, Impounding Act 1993, Roads Act 1993, Australian Road Rules and other Road's legislation, and the Environmental Planning and Assessment Act 1979.
- Demonstrated experience in a local government regulatory, compliance or ranger services

environment, including enforcement of relevant legislation and investigation of complaints.

- Demonstrated experience leading, supervising or mentoring staff in a regulatory, compliance or operational environment.
- Excellent organisational and prioritisation skills, including the preparation and management of rosters and daily work planning schedules.
- Experience conducting investigations, gathering and evaluating evidence, preparing reports and maintaining accurate records.
- Highly developed communication, negotiation and conflict-resolution skills, with the ability to manage difficult and sensitive community interactions.
- Proven ability to exercise judgement, make decisions under delegated authority and apply legislation consistently and fairly.
- Demonstrated ability to prepare professional correspondence, reports, briefs of evidence and court documentation.
- Proven ability to build productive relationships with internal and external stakeholders, including residents, businesses, government agencies and emergency services.
- High level written and verbal communication skills.
- Experience using local government software systems such as Pathway, Authority, PinForce, etc.
- Working knowledge and understanding of Microsoft Office suite (Word and Excel) and ability to undertake statistical analysis.
- Confidence around dogs and a demonstrated understanding of animal-handling techniques, or willingness to learn.
- Demonstrated commitment to workplace health and safety, customer service and continuous improvement.
- Current Class C Drivers Licence.

Desirable

- Diploma or higher qualifications in Local Government, Environmental Health, Compliance, Public Administration or Management.
- Demonstrated ability to manage complex customer complaints and resolve sensitive community issues.
- Experience liaising with NSW Police, government agencies, legal representatives and community groups.
- Animal handling or livestock management experience.
- Training in conflict resolution, investigations, evidence gathering and prosecution processes.
- Leadership and people management training.

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: October 2026