

Litter Enforcement Officer

Position Number:	TBC
Banding/Remuneration:	Band 5
Division/Branch:	City Services/ Sustainable Monash
Reports To:	Litter Prevention Specialist
Date Approved:	July 2026

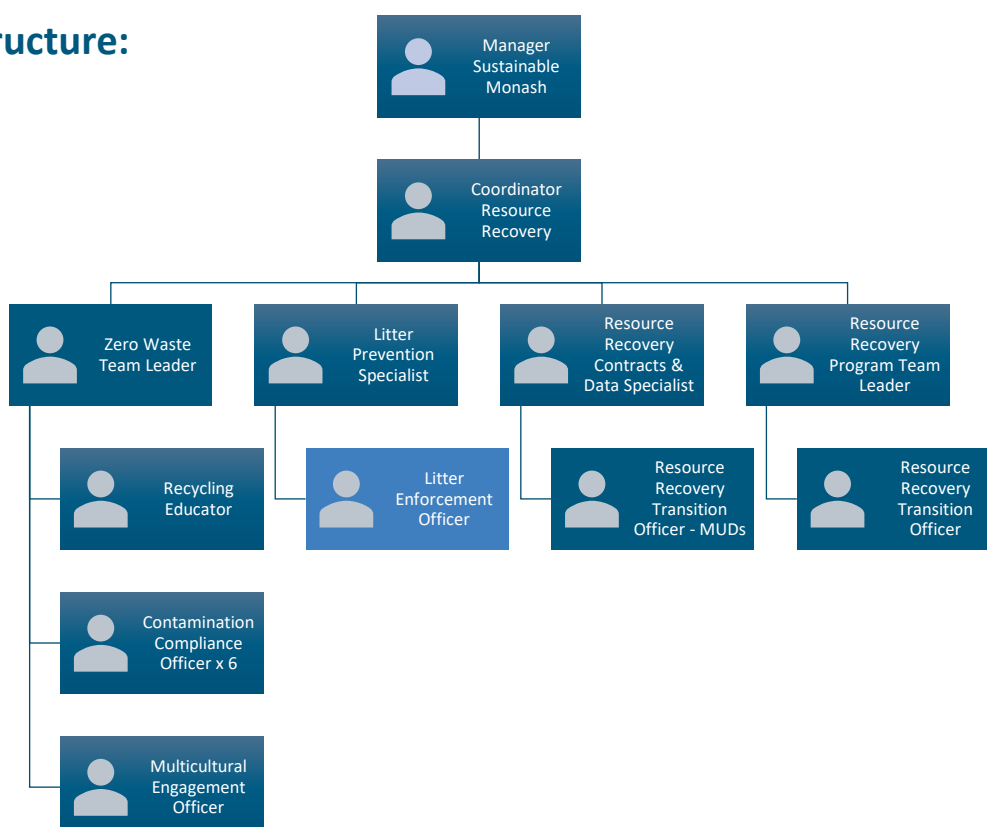
Position Objectives:

The Litter Enforcement Officer is responsible for undertaking education, investigation, monitoring and enforcement activities to address littering, illegal dumping, recycling contamination and waste-related compliance issues across the City of Monash.

The position applies relevant legislation, Council Local Laws and established procedures to achieve compliance and improve community amenity through a balanced approach of education, behaviour change and enforcement.

Working closely with residents, businesses, contractors and internal stakeholders, the role contributes to the delivery of Council's litter prevention and waste management objectives while protecting public amenity and supporting a clean and safe municipality.

Team Structure:



Key Responsibility Areas:

Investigation and Enforcement:

To reduce littering, illegal dumping and waste-related offences, the role will:

- Conduct proactive patrols, inspections and surveillance activities across the municipality.
- Investigate littering, dumped rubbish, recycling contamination and waste compliance complaints.
- Gather, maintain and assess evidence including photographs, surveillance footage, witness statements and investigation records.
- Interview alleged offenders and other relevant parties.
- Apply provisions of the Environment Protection Act, associated Regulations, Council Local Laws and relevant policies.
- Issue warnings, infringement notices and other authorised compliance actions.
- Monitor repeat offenders and undertake follow-up compliance activities.
- Prepare investigation reports, court briefs and enforcement documentation.
- Attend court and provide evidence when required.
- Maintain accurate records and documentation in Council systems.

Community Education and Compliance:

To support improved community understanding and compliance, the role will:

- Educate residents, businesses, builders and property managers on litter prevention and waste management requirements.
- Apply behaviour change principles to encourage voluntary compliance.
- Respond to customer enquiries and complaints professionally and respectfully.
- Participate in community engagement activities and awareness campaigns.
- Promote Council services and litter prevention initiatives.
- Prepare and distribute education and compliance information.
- Build constructive working relationships with stakeholders to improve compliance outcomes.

Monitoring, Surveillance and Reporting:

To support evidence-based compliance activities, the role will:

- Identify and monitor littering and illegal dumping hotspots.
- Install, operate and monitor surveillance equipment in accordance with relevant procedures.
- Collect and analyse enforcement and incident data.
- Maintain registers, databases and investigation records.

- Prepare reports on compliance activities, investigations and enforcement outcomes.
- Identify operational improvement opportunities and make recommendations to the Litter Prevention Officer.
- Assist in evaluating the effectiveness of litter prevention and compliance activities.

Operational Support:

To support delivery of Council's litter prevention objectives, the role will:

- Assist in implementing litter prevention and compliance initiatives.
- Contribute operational information and feedback to improve programs and procedures.
- Participate in cross-department projects relating to litter, illegal dumping and waste compliance.
- Liaise with internal departments and external agencies regarding compliance matters.
- Contribute to reporting on litter prevention and enforcement activities.
- Support continuous improvement of enforcement systems and processes.

Accountability and Extent of Authority:

The position is accountable for:

- Undertaking investigations relating to littering, illegal dumping, recycling contamination and waste-related non-compliance.
- Exercising delegated powers as an Authorised Officer and Litter Enforcement Officer in accordance with legislation, Council policies and procedures.
- Issuing warnings, notices and infringements within approved delegations.
- Providing specialist advice to residents, businesses and stakeholders regarding litter prevention and waste compliance requirements.
- Maintaining accurate records, evidence and enforcement documentation.
- Ensuring investigations are conducted fairly, consistently and in accordance with legislative requirements.
- Delivering agreed work plans, compliance activities and enforcement programs within established service standards.

The effect of decisions and actions taken on individual customers may be significant but remain subject to review and appeal through established Council and legislative processes.

Judgement and Decision Making:

The objectives of the work are generally well defined; however, the role is required to select appropriate investigation methods, compliance responses and enforcement actions from a range of established options.

The role requires:

- Assessment of evidence and investigation outcomes.
- Application of legislation, policies and procedures to individual circumstances.
- Resolution of routine and moderately complex compliance matters.
- Exercise of sound judgement when determining appropriate enforcement responses.
- Identification of issues requiring escalation to the Litter Prevention Specialist.

Guidance and advice are usually available within the time required to make decisions.

Specialist Knowledge and Skills:

The position requires:

- Sound knowledge of relevant legislation, including the Environment Protection Act 2017, associated Regulations and Council Local Laws, and the ability to interpret and apply those requirements in compliance and enforcement activities.
- Understanding of regulatory investigation, enforcement and evidence management processes.
- Knowledge of litter prevention, illegal dumping and waste compliance practices within a local government environment.
- Understanding of the role within the broader objectives of Council's Resource Recovery and Waste Services functions.
- Strong analytical, problem-solving and report-writing skills.
- Understanding of behaviour change and community engagement principles.

Management Skills:

The position requires:

- Well-developed skills in managing time, setting priorities and organising work.
- Ability to manage multiple investigations and competing priorities.
- Ability to work independently while contributing to team objectives.
- Ability to work within statutory and operational deadlines.
- Commitment to continuous improvement and professional development.

The position may provide guidance and assistance to other officers undertaking related compliance activities.

Interpersonal Skills:

The position requires:

- Ability to gain cooperation and assistance from residents, businesses, contractors and other employees.
- Strong verbal and written communication skills.
- Ability to explain legislative and compliance requirements clearly and professionally.
- Well-developed customer service and conflict resolution skills.
- Ability to prepare reports and routine external correspondence.
- Ability to represent Council professionally when dealing with challenging situations and diverse stakeholders.

Qualifications and Experience:

Essential

- Certificate IV, Diploma or Degree qualification in Statutory Compliance, Environmental Management, Sustainability, Local Government, Regulatory Services, Investigations, Community Safety or a related discipline, or lesser formal qualifications with relevant experience.
- Demonstrated experience in a compliance, enforcement, investigation or regulatory environment.
- Demonstrated experience interpreting and applying legislation and regulatory requirements.
- Experience using computer-based information management systems.
- Current Victorian Driver Licence.
- National Police Check.
- Working with Children Check (or willingness to obtain).

Desirable

- Local government experience.
- Experience preparing court briefs and prosecution documentation.

Key Selection Criteria:

- Relevant qualifications and/or experience in statutory compliance, investigations, environmental management, local government regulation or a related discipline.
- Demonstrated experience undertaking investigations and compliance activities, including gathering and assessing evidence, maintaining accurate records, preparing reports and applying enforcement or regulatory actions.
- Demonstrated ability to interpret and apply legislation, regulations and policies to achieve fair, consistent and defensible compliance outcomes.

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- Proven ability to build positive relationships and influence behaviour change, using education, negotiation and engagement techniques to gain cooperation from a diverse range of stakeholders.
 - Highly developed communication and conflict resolution skills, including the ability to manage difficult conversations, respond to complaints and represent Council professionally in challenging situations.
 - Demonstrated ability to work autonomously, manage competing priorities and exercise sound judgement in a field-based or operational environment while meeting statutory and operational timeframes.