

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Compliance - Activities & Events Officer	
CLASSIFICATION	LOCATION
Band 5	Phoenix Building
DEPARTMENT	DIVISION
Regulatory Services	Development and Growth

Position Objectives

- To undertake a range of activities to meet City of Ballarat's Compliance responsibilities.
- To assist Regulatory Services by effectively performing administrative tasks associated with Local Law permit applications and compliance tasks.
- To undertake the assessment, administrative and compliance investigation for permit applications as they apply to the regulatory framework including Local Law permits and any other required documentation.
- To provide effective customer service by responding to and investigating enquiries relating to Local Law permits.
- Receive, review, approve and prepare Local Law applications and permits.
- Liaise with internal and external stakeholders to be able to assess and facilitate permit applications within the City of Ballarat.

Key Responsibility Areas

- Assist in the provision of technical advice to external and internal stakeholders regarding activity and event applications, including risk minimisation, sponsorship, funding, logistics and related matters.
- Review, process and approve permit applications, offering recommendations from a Local Laws perspective and supporting the coordination and approval of activities and events across City of Ballarat departments.
- Facilitate the regulatory process for permit applications providing support to internal City of Ballarat departments and stakeholders in receiving and distributing relevant documentation.
- Assist in investigations of any non-compliance, in accordance with Local Law permits, as required and provide support into implementing corrective actions.
- Engage with key stakeholders and provide support to management to ensure their involvement in the Local Laws application processes.
- Contribute to continuous improvement activities, problem solving, policy development and annual business plans
- Perform administrative tasks, word processing of reports, letters, attending routine correspondence and assist with inputting information into the relevant City of Ballarat databases.
- Support a customer-oriented team committed to providing efficient and effective service to the community.
- Other duties as required.

POSITION DESCRIPTION

CORPORATE RESPONSIBILITIES

Comply with all City of Ballarat policies, procedures and guidelines including those relating to Occupational Health and Safety, Equal Opportunity (including harassment and bullying), Privacy, Child Safe and Code of Conduct.

From a Health and Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

REPORTS TO:

Team Leader Compliance

DIRECT REPORTS:

N/A

ORGANISATIONAL RELATIONSHIPS

Internal:

- City of Ballarat Staff

External:

- All customers of council
- Ballarat Regional Tourism
- Emergency Services
- General Public
- Federal & State Government Department authorities
- General public & community groups
- Community organisations
- Professional associations
- City of Ballarat contractors
- Local businesses and traders
- Other municipalities
- Registered training organisations
- Auditors

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- Provide specialist advice and recommendations, subject to clear guidelines/supervision, on the approval of permit applications from a Local Laws perspective ensuring compliance with the relevant legislation, regulations and policy.
- Investigate non-compliance and provide advice and support to senior management through recommendations and implementation of corrective actions
- Liaise with internal and external stakeholders to provide advice on the issuing of permits.
- Coordinate and facilitate communications between activity and event organisers, relevant City of Ballarat departments and other activity and event stakeholders.
- Shared responsibility for the provision of efficient and effective administrative support to facilitate Local Law permits.
- Accountable to Team Leader Compliance for the performance of duties within this position description.

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- Shared responsibility for the input of applications/ permits / infringement notices into the City of Ballarat corporate systems along with the ongoing maintenance of these databases.

Judgement and decision making

- Respond to customer and stakeholder enquiries in accordance with City of Ballarat regulations, policy and procedures.
- Utilise judgement to prioritise daily routine functions along with specific allocated tasks to achieve work targets.
- Ability to utilise initiative to analyse existing processes and policies and provide input into improving and developing new techniques, based on previous experience.
- Ability to solve problems using existing procedures and guidelines or from knowledge and experience.
- Utilise discretion and exercise judgement to maintain confidentiality and consideration of political sensitivities in all dealings with stakeholders or members of the public.
- Judgement and decision-making capabilities at a level utilising extensive experience with the ability to make timely decisions.
- Make day-to-day decisions on prioritising response tasks.
- Exercise discretion, fairness and objectivity in the exercise of duties in compliance with City of Ballarat's standard operating procedures and policies.
- Exercise confidentiality when performing duties and responsibilities in accordance with City of Ballarat Employee Code of Conduct and Privacy and Data Protection Act 2014.

Specialist skills and knowledge

- Understanding of the relevant technology, procedures and processes of Local Laws to enable initial response to customer enquiries.
- Ability to read and understand the underlying principles of legislation, regulations, policies and procedures relative to activity and event management from a Local Laws perspective.
- Well-developed investigative skills and the ability to provide sound advice and creative solutions and recommendations.
- Understanding of the long-term goals of the Regulatory Services Unit and the relevant policies of the wider organisation and its values
- Excellent computer and keyboard skills, with a degree of proficiency in Microsoft Office applications, email and internet.
- Excellent written communication skills to respond to customer enquiries and provide advice and recommendations on solutions.
- General knowledge of City of Ballarat policies and procedures, including adoption of safe work practices

Management skills

- Efficient and effective management and planning of own time and work and setting priorities to achieve specific and set goals and objectives, in the most efficient way possible within the resources available and within a set timetable
- Ability to re-organise tasks on short notice in an environment of changing priorities.
- Make day-to-day decisions on prioritising workload tasks.
- Ability to maintain appropriate records and systems.
- Ability to respond positively to change and provide input into continually refining processes and relations to improve outcomes and customer service.
- Understanding of and ability to implement Equal Employment Opportunity, Occupational Health & Safety policies and procedures.

POSITION DESCRIPTION

Interpersonal skills

- Excellent oral communication skills with the ability to gain cooperation and assistance from stakeholders, clients, City of Ballarat staff and members of the public as well as assist with applications, enquiries or to convey information and instructions.
- Ability to deal with difficult customers and solve problems with the ability to communicate effectively with relevant internal and external stakeholders.
- Ability to establish and maintain effective working relationships with City of Ballarat staff and stakeholders with an emphasis on being a team player and providing excellent customer service
- Ability to work independently and as a member of a team and actively participate in team situations.
- Ability to prepare correspondence and issue various permits and related correspondence.
- Make recommendations to the Team Leader Compliance about issues within the Key Responsibilities of the position.

Qualifications and experience

- Degree or diploma course, in business administration or a relevant field or relevant administrative experience in a related field or industry.
- Previous experience working with local law processes and procedures within a local government regulatory framework
- Experience in communication, conflict resolution and dealing with difficult customers.
- Proficient in the use of computer software such as Microsoft office and database packages.
- Current Victorian drivers licence.

SELECTION CRITERIA

- Demonstrated relevant experience in business administration with a focus on Regulatory Services, Local Laws and the issuing of permits in accordance with regulatory frameworks.
- Excellent time management and organisational skills.
- Ability to engage, manage and consult with a diverse range of internal and external stakeholders and local community members.
- Ability to investigate and analyse data, with a high level of attention to detail, relating to local law applications in accordance with Council legislation, regulations, policies and procedures.
- Excellent interpersonal communication and customer service skills with the ability to solve problems.
- Proficient computer skills, including Microsoft Office programs, and the ability to learn new computer applications
- A 'can do' approach with people, working cooperatively with teams and individuals across a range of service provision.
- Knowledge and understanding of health and safety issues relevant to work activities and work area