

POSITION DESCRIPTION

Ranger

(POS1362, POS1544, POS1545, POS1544, POS1549, POS1624, POS1631, POS1917)

Directorate:	Planning and Compliance	Department:	Community Standards
Position Grade:	12	Reports to:	Team Leader Regulatory Services
Last review:	February 2025	Next review:	February 2027
		Version No.:	3.0

Position purpose:

To administer and enforce all provisions in relation to Local Government law enforcement, to promote Council's public image and educate the community to enhance the amenity of the area, maintain public safety, and ensure compliance with Council's statutes.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing high level customer service, incorporating prompt response to a variety of complaints, whilst performing the duties in an efficient and polite manner which reflects positively on Council.
- 2) Enforcing the provisions of a multitude of Acts & Regulations administered by Council, to ensure that breaches are rectified, educate the public regarding the requirements, whilst maintaining good order and amenity of the Council area. The officer may be specialising in one or several of the following areas including but is not limited to:
 - parking enforcement;
 - local government amenity compliance including overgrown property and abandoned vehicles and the like;
 - minor building and development compliance;
 - goods on footpaths;
 - animal management.
- 3) Administering and completing all documentation within Council's systems, including but not limited to Pathway, TRIM and Infringement Software, as well as maintaining all appropriate databases (Abandoned Vehicles & Footpath Obstructions).
- 4) Administering and processing briefs of evidence and give evidence when required in relation to all matters arising from enforcement action which are subject to legal proceedings.
- 5) Problem solving, conflict resolution and decision-making ability in the office and field; to be assertive when required.
- 6) Ensuring the amenity of Liverpool is maintained by identifying and rectifying issues pertaining to the environment (rubbish dumping (on private land), littering & water pollution, footpath & road obstructions, parks & reserves, building sites, parking and traffic control and companion animals.
- 7) Liaising with external stakeholders external to Council including Police, Safe Work NSW, local businesses and others as required.
- 8) Liaising with internal stakeholders such as Compliance, Traffic and Engineering Development, Customer Service Centre and the Depot, as required.
- 9)
- 10) Providing relevant law enforcement advice to other areas in Council.

Decisions made in the position:

- 1) Decisions made according to delegated Authority.

POSITION DESCRIPTION

Ranger

(POS1362, POS1544, POS1545, POS1544, POS1549,
POS1624, POS1631, POS1917)

- 2) Prioritise own work activities in accordance with Council's business and customer objectives.
- 3) Utilise discretion when conducting enforcement action and initiate legal action for breaches of various legislation.

Decisions referred:

- 1) Legal or professional advice.
- 2) Sensitive matters from the public to be brought to the Manager's attention.
- 3) Tasks outside of scope of delegation for position.

Key issues/challenges:

- 1) Ability to acquire and implement changes to Legislation & Policy
- 2) Managing and prioritising own workload whilst continuing to improve systems, procedures and their application to the task and responsibilities.
- 3) Commitment to Values.
- 4) Meeting Council's and the community's expectations in relation to regulatory functions, including development and building compliance.
- 5) Ability to negotiate with customers to achieve a set course of action
- 6) Ability to meet strict deadlines within the regulatory framework administered by Council.

Key working relationships:

- Managers and Directors
- Team Leaders
- Internal agencies
- External agencies
- Residents and business owners

POSITION DESCRIPTION

Ranger

(POS1362, POS1544, POS1545, POS1544, POS1549, POS1624, POS1631, POS1917)

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA
Qualifications/Licences • Class C Drivers Licence • Certificate IV in Regulatory Services Experience • Excellent communication, negotiation and conflict resolution skills • Demonstrated experience in use of Computer programs – ie Microsoft Office, Trim, Pathways and Pinforce • Excellent customer service skills including the ability to deal with sensitive issues in a tactful manner, whilst maintaining confidentiality • Ability to work independently as well as participating within a team environment with a strong commitment to team outcomes • Demonstrated ability to make accurate observations, record details, take statements and records of interview and all other pertinent information in a legally defensible manner • Demonstrated experience in regulatory and development compliance environments • Demonstrated experience in setting priorities and managing time to optimise results • Ability to conduct high level research tasks as requested and prepare/present reports to Manager and Team Leader • Ability to present oral and written evidence in Court Knowledge and Skills • Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity • High level of analytical and research skills • Ability to acquire and apply knowledge of legislation and legislative change quickly and appropriately, within delegated authority. Demonstrated working knowledge and application of the following Acts & Regulations (Local Government Act 1993, Protection of the Environment Operations Act 1997, Impounding Act 1993, Roads Act 1993, Road Rules 2008, Environmental Planning & Assessment Act 1979, Companion Animals Act 1998, Roads Regulation 2008)
DESIRABLE CRITERIA
Qualifications/Licences/Experience/Knowledge and Skills • Ability to plan and implement special projects as determined by Council & the Community • Willingness to undertake continuing professional development as appropriate

POSITION DESCRIPTION

Ranger

(POS1362, POS1544, POS1545, POS1544, POS1549,
POS1624, POS1631, POS1917)

CORPORATE VALUES

This section does NOT need to be addressed in any application for this position.

You will be able to demonstrate the ability to use Liverpool City Council's Corporate Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Liverpool City Council will be underpinned by a commitment and belief in our Corporate Values.

Specific requirements are:

1. Value Staff

At Liverpool City Council we value staff by working to enable the recognition of staff performance, encouraging and supporting career development and providing continuous learning. We also recruit competent staff willing to adhere to our values while pro-actively retaining good staff.

2. Work Together

At Liverpool City Council we work together by contributing towards the team goals of the unit as identified in the work plans and assisting other team members through co-operative work ethics. We also actively help other units and staff across the organisation.

3. Respect People

At Liverpool City Council we respect people by encouraging an honest, courteous, ethical, fair and equitable workplace. Understanding cultural diversity issues and valuing the views of other people is also an important component.

4. Communicate Effectively

At Liverpool City Council we communicate effectively by providing open, accessible and honest communication with all stakeholders. We also ensure all stakeholders have necessary information at their disposal.

5. Show Leadership at all Levels

At Liverpool City Council we show leadership at all levels by being pro-active in our approach in providing excellent levels of internal and external customer service, leading by example and showing initiative and innovation.