POSITION DESCRIPTION

Position Title:	Local Laws Officer
Position Number/s:	CCB-152, CCB-153
Employment Type:	Full Time, Permanent
Hours of Work:	72.50 hours per fortnight, nine (9) day fortnight
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement
Award	*Queensland Local Government Industry (Stream A) Award – State 2017*
Classification:	Level 2-3
Location:	Council's Administration Centre, Charters Towers
Directorate:	Corporate and Community Building
Department:	Regulatory Services

POSITION OBJECTIVE

The Local Laws Officer delivers professional, customer-focused regulatory and compliance services through education, investigation, monitoring and enforcement activities in accordance with Council's local laws, policies and relevant legislation.

The position contributes to the protection of public health, safety, animal welfare, environmental values and community amenity by promoting voluntary compliance through fair, consistent and risk-based regulatory practices. The role provides regulatory advice, undertakes investigations and enforcement activities, responds to customer requests and complaints, and contributes to community education initiatives that support positive compliance outcomes. This role also contributes to the continuous improvement of regulatory services and may assist other areas of Council as required to support the efficient operation of the organisation.

ORGANISATIONAL RELATIONSHIPS

Reports to:	CCB-150 Regulatory Services Coordinator
Directly supervises:	Nil

ORGANISATIONAL VALUES



DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Exercise powers and functions as an Authorised Person through patrols, inspections, investigations, monitoring, education and enforcement activities in accordance with relevant legislation, local laws and Council policies.
2. Investigate and respond to customer requests, complaints and compliance matters including animal management, overgrown allotments, illegal dumping, abandoned vehicles, nuisance complaints and other regulatory issues within Council's jurisdiction.
3. Conduct investigations and compliance activities, including gathering and preserving evidence, maintaining records and preparing notices, reports, witness statements, briefs of evidence and court documentation where required.
4. Liaise with residents, businesses, community groups, government agencies and other stakeholders to achieve effective and practical compliance outcomes.
5. Manage sensitive, complex and potentially confrontational situations using sound judgement, negotiation and conflict resolution skills while maintaining professionalism, impartiality and procedural fairness.
6. Issue regulatory notices, infringement notices and other statutory documentation in accordance with legislative requirements and delegated authority.
7. Handle, capture, transport and impound animals including dogs, cats and livestock in accordance with relevant legislation, animal welfare requirements and Council procedures. This may include assisting with the euthanasia or humane destruction of animals including by the use of firearms, where appropriately licensed, trained, authorised and in accordance with approved protocols.
8. Conduct inspections of regulated animals, activities, premises and approvals and undertake appropriate compliance or enforcement actions where required.
9. Participate in joint compliance operations and information-sharing activities with external agencies, including Queensland Police Service, Biosecurity Queensland, the RSPCA and neighbouring local governments.
10. Apply Council’s risk-based approach to regulatory functions by prioritising matters that present risks to public health, safety, animal welfare, environmental values or community amenity in accordance with Council’s guidelines and priorities.
11. Assist in the development and delivery of community education initiatives, awareness campaigns and compliance programs that support voluntary compliance and community understanding of regulatory obligations.
12. Maintain awareness of legislative changes, and industry best practice relevant to the role and contribute to the continuous improvement of Council's regulatory services, systems and procedures.
13. Maintain accurate and timely records using Council's information management systems and ensure documentation is completed in accordance with legislative and organisational requirements.
14. Participate in emergency response, disaster management, after-hours and on-call arrangements as required, including responding to urgent regulatory matters outside ordinary working hours.
15. Comply with Council’s Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the *Work Health and Safety Act 2011 (Qld)*. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure.
16. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

Progression: Progression from Level 2 to Level 3 is not automatic and will be subject to a formal assessment by the Regulatory Services Coordinator and People and Culture. Progression will be considered where the employee demonstrates that they meet the Level 3 knowledge, skills, experience and qualification requirements and are consistently performing the full range of Level 3 responsibilities to a satisfactory standard.

| Knowledge, skills and abilities |

Level 2 Essential:

- Demonstrated ability to provide high-quality customer service and engage positively with members of the public.
- Ability to prepare accurate reports, correspondence and regulatory documentation.
- Ability to work independently within established procedures and seek guidance where required.
- Demonstrated experience in customer service, compliance, local government, animal management, community safety or a related operational environment.
- Ability to interpret and apply legislation, policies and procedures or the ability to rapidly acquire this knowledge.
- Awareness of natural justice, procedural fairness and administrative decision-making principles or ability to rapidly acquire this knowledge.
- Good communication and interpersonal skills, with the ability to remain claim, and use conflict resolution techniques in difficult interactions.
- Demonstrated organisational skills with the ability to prioritise competing demands and meet deadlines.
- Ability to work effectively as part of a team and contribute positively to workplace culture.
- Demonstrated computer literacy, including Microsoft Office applications and corporate information systems.
- Demonstrated commitment to workplace health and safety.

Level 3 Essential: (In addition to all Level 2)

- Demonstrated experience in a compliance, enforcement, investigation, local laws, animal management or regulatory services role.
- Demonstrated ability to interpret, apply and enforce legislation and exercise delegated authority.
- Experience conducting investigations and gathering evidence.
- Ability to prepare statutory notices, investigation reports, briefs of evidence and court-related documentation.
- Demonstrated ability to manage complex compliance matters and resolve issues through sound decision-making.
- Demonstrated ability to independently manage regulatory investigations from initial complaint through to resolution, including recommending or determining appropriate compliance and enforcement actions within delegation and established guidelines.
- Ability to provide technical guidance and support to other team members.
- Demonstrated ability to identify service improvements and contribute to the review of procedures and programs.
- Well-developed communication, stakeholder engagement and negotiation skills.

| Education/Qualifications |

Level 2 Essential:

- Completion of Year 12 Certificate and/or demonstrated relevant experience in a customer service, operational, compliance, local government or regulatory environment.
- Current First Aid and CPR Certification or ability to obtain.

Level 2 Desirable:

- Certificate III in Government Investigations; or
- Certificate III in Animal Regulation and Management; or
- Ability and willingness to obtain one of these qualifications within an agreed timeframe.

Level 3 Essential:

- Certificate IV in Government Investigations, Regulatory Compliance, Animal Regulation and Management or a related discipline; and
- Demonstrated equivalent knowledge, skills and experience in a compliance, enforcement or regulatory environment.
- Demonstrated experience exercising Authorised Person powers or equivalent statutory authority.

| Licences |

Both Level 2 and 3 Essential:

- Possession and maintenance of a minimum current C class drivers' licence.
- Ability to obtain and maintain appointments as an Authorised Person under relevant legislation.
- Ability to obtain and maintain a satisfactory national criminal history check.
- Queensland Firearms Licence Categories A and B or ability to obtain.

INHERENT REQUIREMENTS AND WORKING ENVIRONMENT

Inherent requirements

The following are essential to performing this role safely. Council will consider reasonable adjustments to help a person to meet these requirements.

- Work is split between the office and the field. Field work is outdoors in all weather conditions, including heat, rain, dust, noise, and animals.
- Walk, stand and drive for prolonged periods, including on uneven ground and private properties.
- Undertake manual handling, including lifting and restraining animals, and lifting and moving cages, traps and impounded items.
- Safely handle and contain animals, including aggressive, injured or distressed animals, using approved equipment and firearms where licenced and authorised.
- Manage contact with members of the public who may be distressed, hostile or aggressive, using de-escalation and conflict-resolution skills.
- Work alone and in isolated or remote locations, following Council's working-alone procedures.
- Attend incident sites and potentially distressing situations, including injured or deceased animals, animal euthanasia and properties in poor or unsanitary condition.
- Wear required personal protective equipment (PPE) and uniforms for extended periods, including high-visibility clothing, safety boots, gloves, hearing and eye protection when using firearms and a body-worn camera.
- Drive a Council vehicle, often over long distances and on unsealed roads, to reach sites across the region.
- Use a computer, mobile device and telephone for extended periods to prepare notices, reports, evidence and case records.
- Participate in an on-call roster, and work outside ordinary hours, including weekends, and emergency or disaster response, as reasonably directed to meet operational needs.

Pre-Employment Checks, Health Monitoring and Immunisation

This position is required to complete a satisfactory health declaration, and a pre-employment medical assessment including a drug and alcohol screen, based on the inherent requirements above.

A national criminal history check will be required to also be undertaken with the applicant's written consent.

Council takes all reasonably practicable steps to provide a safe and healthy workplace and to prevent occupational disease. Under Council's P0199 Vaccinations and Health Monitoring Procedure, this position is listed on Council's health monitoring register as requiring Hep A, Hep B, Tetanus and Q-Fever as vaccinations required for this position.

POSITION DESCRIPTION

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:**_____
(Name)

Date:_____

Manager:_____ **Signature:**_____
(Name)

Date:_____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent:_____ **Signature:**_____
(Name)

Date:_____