Position Description

Position Title **Classification** **Position Number** **Incumbent**	Infringement Review & Business Support Officer **Band 5** 3340 701
Directorate **Department** **Service Unit**	City Development Planning Building & Laws
Date **Prepared by**	November 2026 Municipal Laws & Asset Protection Coordinator

Banyule Council	Banyule City Council is an award-winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high-quality services to provide the best possible opportunities and outcomes for the community we represent. Our community is made up of diverse, cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the wellbeing of an inclusive community
Departmental Overview	The Planning, Building & Laws department comprises of Development Planning, BPi and Municipal Laws & Public Assets. Each team within the department manages an area of approvals, registration and statutory compliance. The Department takes a customer service driven approach to managing the development of the city, protection of amenity and support to residents, businesses and visitors. **1. Development Planning** • Delivery of Development Planning services in an efficient and professional manner and within Council's established parameters of legal obligation, budgetary requirement, policy and practice. **2. BPi** • Delivery of Municipal Building Services within Banyule, as well as commercial building services. • Implement the Banyule BPi five-year Business Plan and ensure that there is ongoing review of the plan and actions as required and directed

	3. Municipal Laws & Public Assets • Delivery of Municipal Laws and Public Asset Protection services in an efficient and professional manner and within Council's established parameters of legal obligation, budgetary requirement, policy and practice.
Position Objectives	• Provide responsive, accurate and reliable customer service in line with community expectations and Banyule's Customer Service Promise. • Proactively participate in the day-to-day functions of the Municipal Laws Business Support Unit ensuring that it maintains and continually enhances its performance in providing excellence in customer service. • Provide responsive, timely and statutory compliant responses to Local Law infringement reviews, prepare Magistrates Court briefs and maintain Council's Infringements register. • Prepare comprehensive and detailed Magistrates Court briefs for Council prosecution matters and effectively record and manage outcomes. • Minimise potential risk to Council through understanding of legal jurisdictions and formal processes. • Ensure a supportive and enthusiastic work attitude to achieving best practice customer service and work performance in line with Banyule's, preferred constructive organisational culture style and the 'Working Together – Working Better' philosophy. • Identify and implement opportunities, for on-going service improvement.

Our Values

All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:



RESPECT is characterised by supporting each individual's dignity and worth.



INTEGRITY is the quality of staying true to our moral, ethical, and spiritual principles.



RESPONSIBILITY is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.



INITIATIVE is characterised by having a proactive, resourceful and persistent approach to work.



INCLUSION is characterised by embracing and valuing the perspectives and contributions of all.

Key Responsibility Areas	Responsibilities include, but are not limited to the following duties and tasks: • Prepare comprehensive and detailed briefs for prosecution • Undertake the processing and reply of infringement reviews on a daily basis. • Provision of customer focussed services and assistance including maintaining Council's Customer Requests Management (CRM) system. • Issue a range of permits including; 1. Street furniture and advertising signs 2. Accessible parking 3. Excess animals 4. Asset Protections 5. Works Within Road Reserve Consent • Undertake administrative procedures to support animal management and

	ensure that the animal register is maintained, issue renewals of animal registrations yearly. • Provide additional support to all other business support officers and other members of the Municipal Laws team. • Check, approve and process Infringement and Penalty Reminder Notices. • Implement appropriate and effective debt recovery strategies • Liaise and maintain an informative and positive relationship with Council's legal representatives • Manage incoming correspondence from Fines Victoria and the Magistrates Court • Ensure Council's infringement register is accurate and up to date • Undertake appropriate records management procedures
Organisational Relationships	**Position Reports to:** Senior Business Support Officer **Internal Liaisons:** All Council units **External Liaisons:** Residents, contractors, companies, Victoria Police, Fines Victoria, Vic Roads, Council's solicitors, Magistrates Court, other courts of law, other statutory bodies
Accountability and Extent of Authority	• Accountability and extent of authority in relation to infringement processes and reviews limited by scope of the Infringements Act 2006 • The occupant of this position is expected to work collaboratively, provide direction to, and maintain positive relationships with Council's legal representatives and external bodies such as Fines Victoria and Courts. • Accountability and extent of authority in relation to administration is limited to own responsibilities and functions within the Municipal Laws & Public Assets Business Support Team. • The position is responsible for providing accurate information to support Municipal Laws Officers, Management and external contractors. • Work generally falls within specific standards and procedures, but with scope to exercise discretion in the application of established standards, procedures and policies. • Effects of decisions and actions in relation to administration are usually limited to localised work group or function, individual jobs or clients, or to internal procedures and processes. • Effects of decisions and actions in relation to infringement processes and reviews wider than internal with potential to effect legal proceedings. • Adherence to the Council's Working Together Working Better Policy. • Expect to set daily priorities and organise workloads to ensure that all tasks are completed on time and accurately. • Ensure that work practices undertaken are in accordance with occupational health and safety procedures and the reporting of matters which may affect health and safety issues. • The occupant of the position is authorised to prepare cheque/EFT requisitions and order stationery and equipment as required by the unit to a limit as determined. • The occupant of this position is expected to work collaboratively with the Municipal Laws Business Support Officers, Municipal Laws Officers and all other employees of Council.
Judgment and Decision Making	The incumbent of this position is expected to; • Use judgement and discretion in reviewing infringement appeals and requests for payment arrangements

	• Make recommendations to the Municipal Laws & Public Assets Coordinator on validity and strength of prosecution evidence and whether to proceed with matters. • The objectives of administration work are well defined, but the method or processes used must be selected from a range of available alternatives. Decisions are subject to review and appeals. • Advice and guidance is always accessible within the time available to make a choice. • Exercise independence, initiative and common sense in solving day-to-day issues within the constraints of established policy and procedures and delegated authority. • Give meaningful input into the review of procedures used in the section. • Take a proactive approach to resolving customer enquiries or complaints. These can be of a unique nature with the solving of problems relying on previous experience and a common sense approach. • Make recommendations to the Municipal Laws & Public Assets Coordinator on matters which are in the area of responsibility for this position. • Participate in the development and implementation of the Municipal Laws & Public Assets unit Business Plan. • Use judgement and problem-solving skills when exercising the delegated powers of the position.
Specialist Knowledge and Skill	The incumbent of the position must demonstrate: • Sound understanding of the Infringements Act 2006 • Sound understanding of Magistrates Court procedures, requirements and costs. • An understanding of Local Laws and relevant legislation and associated procedures and policies. • An understanding of the function of the position within its organisational context. • Proficiency in the application of standardised procedures, practices, Acts and Regulations. • An understanding of the goals of the Unit and an appreciation of the wider organisation goals and culture. • An understanding of the relevant Acts, Regulations, Local Laws and Council Policy which are essential to the efficient operation of the unit. • A demonstrated willingness to help customers and an ability to resolve conflict situations. • Accurate keyboard skills • Ability to work with constant interruption.
Management Skills	The incumbent of the position must demonstrate: • Ability to adhere to statutory timeframes in relation to infringement reviews and lodgement of matters with Fines Victoria or Magistrates Court. • Ability to manage time and plan/organise one's own work within an environment of ambiguity, change and conflicting demands, the constraints: of resources available, and set timetable. • Basic knowledge of personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employee training and development. • Commitment to retaining confidentiality of records and documents
Interpersonal Skills	• High standard of written communication to enable preparation of clear, concise

	and varied responses to correspondence in relation to infringement matters. • Ability to make clear, confident decisions which can be justified easily in relation to infringement reviews • Ability to persuade, negotiate and attempt to gain co-operation from accused persons. • Self-motivation, initiative and problem-solving skills. • Commitment to customer service to resolve community concerns and issues associated with Animals, Local Laws, Asset Protection and other relevant Acts and Regulations in an impartial and equitable manner. • Aptitude to facilitate a favourable result with potentially aggressive customers. • Ability to work effectively both individually and as an effective and cooperative team member. • Ability to gain cooperation and assistance from others in the administration of well-defined activities, especially when dealing with hostile members of the public. • High standard of written communication to enable the preparation of routine administrative correspondence, • Ability to be flexible. • Ability to maintain composure in difficult inter-personal situations. • Ability to maintain strict confidentiality where required.
Qualifications and Experience	• Knowledge of the Infringements Act and Magistrates Court procedures • Experience with infringement reviews and court brief preparation is highly desirable. • Post-secondary qualifications in Administration (minimum standard Certificate III in Business Administration), or similar discipline. • Knowledge of statutory responsibilities, Acts and Regulations pertaining to the functions of the Municipal Laws & Public Assets department. • Competent in the use of a personal computer for daily duties and the ability to use MS Outlook, MS Word, MS Excel and SharePoint. • Sound numeracy and literacy skills. • Ability to communicate information, both written and oral, in a clear and concise manner to the organisation and Council's customers. • Job specific application skills are required for the use of Council's Computer systems including Authority, CM9, and CRM (Customer request management system). • Ability to work effectively with supervision available.

Key Selection Criteria

1. Knowledge of relevant legislation and regulatory framework.
2. High level of written communication skills including the ability to prepare high quality correspondence to complex issues.
3. Ability and experience in delivering high quality customer service and ability to deal with complex problems in writing, over the phone and in person at service counter.
4. High level skills in time management, including the ability to work independently with initiative and to set own priorities with limited direction.
5. Ability to adapt to a changing work environment and make adaptations or modifications to work practices, policies and procedures for the betterment of the unit and the community.
6. Ability and willingness to work as part of a team dedicated to developing a successful business unit and contribute to a culture of teamwork and cooperation.
7. High Level of computer skills and knowledge.

8. Excellent interpersonal, negotiation and influencing skills.	
Environmental and Sustainability Requirements	• Adhere to Council's Environment Policy and Environment Strategy. • Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines.
OH&S and Other Risk Requirements	• Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program. • Exercise reasonable care to prevent injury to oneself and others whom may be affected by ones duties and actions. • Exercise due care for Council property for which this position is responsible or issued. • Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. • Adhere to and attend Council's Mandatory training.
Continuous Improvement Requirements	• Adhere to Council's Continuous Improvement Framework. • Ensure that processes and systems are fit for purpose and continuously reviewed to ensure the delivery of the best possible service to the community whilst demonstrating value for money.