Murrindindi Shire Council

Position Description

Senior Community Safety Officer

Professionalism Integrity Accountability Empathy





Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.
We focus on growing our business opportunities.
Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE
Senior Community Safety Officer

GROUP
Community & Development

JOB NUMBER
540

DEPARTMENT
Development Services

CLASSIFICATION
Murrindindi Council Enterprise Agreement
Band 6

APPROVED BY
Manager Development Services

DATE
November 2026

SIGNATURE _____

Position Overview and Objective

The Senior Community Safety Officer delivers high-quality community safety and regulatory services that support a safe and well-informed community. The role investigates complex complaints, responds to community concerns and promotes compliance with Council's Local Laws and relevant legislation through education, engagement and proportionate enforcement.

As a senior member of the Community Safety Unit, the role provides specialist advice and manages complex and sensitive compliance matters within delegated authority. It supports consistent, evidence-based application of legislation and procedures, mentors Community Safety Officers and contributes to the development of procedures and continuous service improvement.

Key Responsibilities

- Exercise Authorised Officer powers within the scope of appointment and delegated authority to deliver animal management, parking compliance, local law enforcement and other community safety duties as required.
- Promote compliance through education, engagement and negotiation, using proportionate enforcement and supporting prosecution where warranted. Apply relevant legislation, regulations and Council's Local Laws consistently and impartially across animal management, traffic and parking controls, and fire prevention.
- Investigate complex and sensitive complaints and requests for service within the Community Safety Unit's remit. Prioritise matters according to risk and statutory requirements, maintain accurate and timely records in Council systems, and communicate actions and outcomes to relevant parties.
- Collect and assess evidence, obtain statements, conduct investigative interviews and prepare clear, thorough briefs of evidence for matters before the Magistrates' Court. Provide specialist investigative advice and support prosecution processes in accordance with legislative requirements and Council procedures.
- Provide specialist advice and practical mentoring to Community Safety Officers on investigations, legislative interpretation and compliance processes, supporting consistent practice and building team capability without assuming formal supervisory responsibility.
- Develop and review Standard Operating Procedures in consultation with the Coordinator Community Safety. Contribute specialist advice to strategies and policies, including the Domestic Animal Management Plan, and identify opportunities to improve service quality and consistency.
- Plan and manage seasonal caseloads and inspection programs, including Footpath Trading Renewal, the Fire Prevention season and Overhanging Branches Inspection Programs. Monitor progress and identify emerging issues.
- Act as the Assistant Municipal Fire Prevention Officer, supporting municipal fire prevention activities and exercising functions within the scope of appointment and delegated authority. Hold and maintain the appropriate qualification and training required to perform these duties.
- Make evidence-based decisions on day-to-day enforcement matters within delegated authority, Council policies, Standard Operating Procedures and relevant codes of practice. Assess complex matters and provide clear recommendations to the Coordinator Community Safety, escalating matters that exceed authority or require further guidance.
- Apply and enforce relevant legislation, regulations and Council's Local Laws within the scope of appointment and delegated authority. Relevant legislation includes, but is not limited to:
    - Domestic Animals Act, Road Safety Act, Road Safety (General) Regulations, Road Safety (Road Rules) Regulations, Road Rules – Victoria, Transport Act, Local Government Act, Summary Offences Act, Environment Protection Act, Country Fire Authority Act, Prevention of Cruelty to Animals Act, Impounding of Livestock Act, Road Management Act 2006, Local Laws and Regulations, and any others that may be directed from time to time.
- Support operational service delivery through:
    - Participation in rostered or directed overtime and after-hours call-outs to meet operational needs.
    - Assistance with the operation of school crossings when required.
- Participate in emergency management response, including Secondary Impact Assessments and relief and recovery activities as required to meet Council's operational requirements.

Organisational Relationship

Reports to:	Coordinator Community Safety
Supervises:	NIl
Internal Relationships:	Development Services Department School Crossing Supervisors Customer Experience Tourism and Events
External Relationships:	Country Fire Authority Victoria Police Environmental Protection Authority Department Jobs Precincts and Regions Department of Energy & Climate Action Agriculture Victoria School Crossings Australia

Key Selection Criteria

- Substantial experience in statutory compliance and regulatory enforcement, preferably in local government. A Certificate IV in Statutory Compliance and/or Animal Management, or an equivalent qualification, is highly desirable.
- Hold the appropriate qualification and training to perform the role of Assistant Municipal Fire Prevention Officer and maintain these requirements throughout employment.
- Demonstrated ability to plan, prioritise and manage competing demands and deadlines in a busy regulatory environment.
- Well-developed communication and negotiation skills, with the ability to explain regulatory requirements clearly and resolve conflict professionally and impartially with a diverse range of stakeholders.
- Demonstrated ability to interpret and apply relevant legislation, regulations, industry standards and organisational policies and procedures to make sound, evidence-based compliance and enforcement decisions.
- Demonstrated experience in collecting and assessing evidence, obtaining statements, conducting investigative interviews and preparing clear, thorough briefs of evidence for presentation to external bodies.
- Demonstrated ability to handle domestic animals and livestock safely and confidently, in accordance with workplace health and safety requirements and animal welfare standards.

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	"All" employee
Drivers Licence / Ability to travel	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
Physical Requirements	This role has specific physical requirements which may include a level of physical fitness or ability associated with tasks. May include manual handing activities, lifting of weights, bending, twisting, working at height, operating specialised equipment.
Psychological Requirements	All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control. In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters
Checks	**Police / Criminal Record Check** Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position. **Evidence of rights to work in Australia** Required **Working with Children Check** Required to perform role due to direct work with children
Matters relevant to the above checks	Deals directly with members of the public
Information Technology Literacy	Choose an item. Well-developed knowledge and experience in computer literacy, using Microsoft Suite and other computer programs relevant to the position.
Work location conditions	Onsite with Limited Hybrid - role is required to be performed on site (due to business needs and/or customer contact requirements). Limited access to hybrid arrangements as agreed with Manager

Outside ordinary hours of work	Role is rostered and requires availability to work on call, outside or after-hours work or on weekends/public holidays
Qualifications / Registrations / Licences / Memberships	As specified in Key Selection Criteria, including the appropriate qualification and training to act as the Assistant Municipal Fire Prevention Officer. These requirements must be maintained throughout employment.

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Accountability and extent of authority	• Coordinate resources and/or provide advice to or regulate clients • Provide input into the development of policy • Where supervising resources, follow clear objectives and/or budgets with frequent prior consultation with more senior employees and regular reporting to ensure goals and objectives are met. • Make decisions and act in regard to the quality or cost of the programs and projects being managed. • Where providing specialist advice to clients or to regulate clients, adhere to regulations and policies and regular supervision. The effect of decisions and actions may be significant but it is usually subject to appeal or review by more senior employees. • Provide formal input into policy development within area of expertise and/or management. • If the role is primarily involved in policy development, then work will include investigation and analysis with ability to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.
Judgment and decision making	• Undertake specialised work with methods, procedures and processes developed from theory or precedent. • Improve and/or develop methods and techniques based on previous experience. Solve problems by applying these techniques to new situations. Guidance and advice are usually available.
Specialist knowledge and skills	• Proficient in applying theoretical or scientific discipline, including the underlying principles (as distinct from the practices). • Understanding of the long term goals of the functional unit and the relevance of policies of both the unit and the wider organisation. • Familiarity with relevant budgeting techniques, particularly where resource management is a requirement of the role.
Management skills	• Set priorities and plan and organise own work and that of supervised employees to achieve set and specific objectives. • Set objectives in the most efficient way possible within the resources available and within a set timetable. • Understand and implement basic human resource policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
Inter-personal skills	• Gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees where appropriate. • Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
Qualifications and experience	• Degree or diploma course with some relevant experience. • May also have less formal qualifications with substantial relevant work skills • Or may have substantial relevant experience in the field of specialist expertise.



Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council's values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

Murrindindi
Shire Council