

Burdekin Shire Council is currently seeking applications for a Compliance Officer. This is a maternity relief position for a period of up to 4 months.

The Position

The key responsibilities include:

- Undertake compliance activities including inspections, patrols and investigations, to identify breaches of Council's Local Laws and the Animal Management (Cats and Dogs) Act, including seizure and impounding of animals including livestock.
- Undertake investigations into alleged dog attacks, aggressive /nuisance animals, breaches of conditions for regulated and/or restricted dogs.
- Investigate customer requests and take enforcement action when necessary including issuing compliance notices, penalty infringement notices and obtaining warrants.
- Gather and document evidence for further enforcement action, including interviewing alleged offenders and preparing statements; taking and storing photographic evidence and collection and storage of physical evidence.

The Person

The successful applicant will possess the following attributes at a minimum:

- Sound written and verbal communication skills.
- Demonstrated experience in handling animals including dogs, cats and livestock.
- Excellent customer service skills with the ability to work in high conflict area.
- Demonstrated ability to work cooperatively in a team environment.
- Basic computer skills with the ability to adapt to new computer technology.
- Demonstrated understanding, or the ability to acquire understanding, in legislation enforcement.
- Possession of a current Queensland "C" class drivers licence for manual vehicles.

The applicable salary is to a ceiling of Level 3 (\$66,826pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Application packages are available from the Human Resources Office on (07) 4783 9800 or Council's website www.burdekin.qld.gov.au.

Applications for **17/27 – Compliance Officer (Temporary)** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description.

Applications can be submitted using one of the following methods:

- By email to – employment@burdekin.qld.gov.au
- By mail to – Confidential Application No. 17/27
PO Box 974
AYR QLD 4807

Applications close on Monday, 14 August 2017 at 5.00pm. Word or PDF format is preferable.

For further information please contact Anne Christman – Technical Officer Environment and Health on (07) 4783 9800.

Position Number	30033
Certified Agreement	Burdekin Shire Council Enterprise Bargaining Agreement
Award	Queensland Local Government Officers Award - State
Award Descriptor Group	Community and Environmental Services
Award Descriptor Level	Level 3
Reports To	Coordinator Environment and Health
Place of Employment	Council Chambers, 145 Young Street, Ayr

The Burdekin Shire Council

Our Vision

Trough committed leadership Burdekin Shire Council will work with the community to create an inclusive, welcoming and healthy environment that offers a high quality of liveability for residents that is underpinned by a productive and diverse economy.

Our Mission

To achieve our vision through leadership, facilitation, innovation and outstanding service.

Our Values

To achieve our mission, Council has adopted the following values:

Customers First – We strive to deliver excellence in service to both external and internal customers.

Lead and Innovate – We provide honest and transparent leadership whilst embracing innovation and change.

Value People – We believe in fairness and respect in our relationships with all members of our community, our key stakeholders and our employees.

Continuous Improvement – We will challenge the norm in the pursuit of continuous improvement.

Ideas into Action – We adopt a team approach focused on the efficient delivery of programs and services.

These values are demonstrated across the extensive range of services and projects undertaken by Burdekin Shire Council including the development and implementation of the Corporate Plan.

Position Objective

Implement regulatory investigations, inspections, monitoring, consultation, and enforcement services for the improvement of public health, environmental and safety standards for the Burdekin community. Provide assistance in the Pest Management area when necessary.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Compliance

- Undertake compliance activities including inspections, patrols and investigations, under the direction of the Coordinator Environment and Health, to identify breaches of Council's Local Laws and the Animal Management (Cats and Dogs) Act, including seizure and impounding of animals including livestock.
- Undertake investigations into alleged dog attacks, aggressive /nuisance animals, breaches of conditions for regulated and/or restricted dogs.
- Investigate customer requests relating to the position and take enforcement action when necessary including issuing compliance notices, penalty infringement notices and obtaining warrants.
- Gather and document evidence for further enforcement action, including interviewing alleged offenders and preparing statements; taking and storing photographic evidence and collection and storage of physical evidence.
- Prepare correspondence and reports relating to complaints, offences and otherwise as directed including developing briefs for internal reviews, court and QCAT.
- Undertake community education and promotional activities on topics including responsible animal ownership.
- Ensure that specialised animal control equipment is utilised in accordance with safe operating procedures and is regularly maintained.
- Assist with managing the operation of Council's Animal Pound.
- Assist with euthanasia of animals.

General

- Provide expert advice to Council officers and the community.
- Undertake administration duties associated with the position.
- Maintain accurate and thorough records of work carried out.
- Work flexible hours to meet the requirements of the position.
- Undertake on-call duties on a roster as required.
- Assist with Approved Inspections of properties for pests, vectors or animals when required.

Other Duties

- Provide technical advice and assist in the development of Local Laws and Subordinate Local Laws.

- Other duties as required by the Manager Governance and Local Law. Such duties shall be within the skills and capabilities of the position holder.

Position Requirements

Knowledge

- Sound knowledge of Council Local Laws and Subordinate Local Laws, Animal Management (Cats and Dogs) Act 2008 and other statutory obligations under legislation including abandoned vehicles and overgrown allotments.
- Sound knowledge of Council's organisational structure and the functions and interrelationships of other Departments.
- Sound knowledge of matters relating to animal management in a rural local government area.

Skills

- Excellent customer service skills incorporating interviewing techniques, negotiation, coordination, conflict resolution, problem solving and liaison skills.
- Good communication and interpersonal skills including ability to use judgement, initiative, tact and discretion.
- Effective written communication skills.
- Effective verbal communication skills.
- Sound investigation and evidence gathering skills.
- Good computer skills.

Abilities

- Ability to interpret complex legislation and investigate regulatory offences which are the primary objective of the position.
- Ability to relate in a courteous and diplomatic manner, particularly in dispute situations.
- Ability to be well organised and to prioritise work requirements.
- Ability to acquire knowledge of legislation, Local Laws and other technical information.
- Ability to provide education and training to members of the public.
- Ability to work in a team environment gain co-operation and assistance of others, discuss and resolve problems.
- Ability to work under general supervision in a position of trust.
- Ability to undertake sensitive investigations, in accordance with legislative requirements, relating to complex or high risk offences.
- Ability to undertake duties whilst exercising sound judgement, initiative, sensitivity and confidentiality particularly in dispute situations.
- Ability to work in a team environment and be self-motivated.
- Ability to understand and assess dangerous animal behaviour.
- Ability to adapt and quickly learn new technology including Council software.
- Ability to follow approved procedures with minimal supervision.

Other Requirements

- Immunisation Hepatitis A and Hepatitis B.
- Ability and willingness to work flexible hours and be on-call officers where necessary.
- Personal attributes of motivation, adaptability, initiative, tactfulness, and the ability to deal with pressure.

- Ability and willingness to undertake further study to obtain and maintain required qualifications.

Experience and Qualifications

- Certificate IV in Government (Investigation) or other relevant tertiary qualification.
- Possession of a Class C driver's licence.
- Safe operation of four-wheel drive vehicles course.
- Experience in handling animals including dogs, cats and livestock.
- Local government experience in a similar capacity including inspection, investigation and investigative report writing in relation to breaches of local laws and legislation.
- Working with Children Blue Card.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general supervision (except for graduates, who work under direct supervision).
- Supervision of other employees.
- Operates as a member of a professional team.

Extent of Authority

- May set outcome/objectives for specific projects.
- Graduates receive instructions on the broader aspects of the work.
- Freedom to act within defined/established practices.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Core Competencies

These competencies relate to positions at Level 3 and 4 of the Local Government Officers Award and Level 5 and above of the Local Government Employees Award:

Teamwork

- Participate in team-based activities and suggest improvements to team activities
- Respect , encourage, and support other team members
- Perform successfully in a range of team roles
- Contribute willingly to team activities
- Accept decisions, even those with which you disagree

Customer Service

- Treat both internal and external customers with courtesy and respect
- Work according to agreed customer service standards within your team
- Contribute towards setting customer service standards within your team
- Explore customers' expectations and base the service on this knowledge

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen

Quality

- Work according to agreed quality standards within your team
- Contribute towards setting quality standards within your team
- Monitor your work and identify opportunities for improving quality
- Suggest improvements through the customer request system
- Implement strategies for improving quality

Environment

- Work according to agreed environmental standards within your team
- Contribute towards setting environmental standards within your team
- Monitor your work for opportunities to reduce adverse impacts on the environment
- Report incidents and suggest improvements through the customer request system
- Implement strategies for reducing adverse impacts on the environment

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures
- Encourage your colleagues to work safely
- Identify hazards and assess risks in the workplace
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures
- Anticipate problems and risks and modify work methods appropriately

Efficiency

- Undertake tasks in an efficient and timely manner
- Suggest improvements through the customer request system

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.

4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Manager (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Sound written and verbal communication skills.
2. Demonstrated experience in handling animals including dogs, cats and livestock.
3. Excellent customer service skills with the ability to work in high conflict area.
4. Demonstrated ability to work cooperatively in a team environment.
5. Basic computer skills with the ability to adapt to new computer technology.
6. Demonstrated understanding, or the ability to acquire understanding, in legislation enforcement.
7. Possession of a current Queensland "C" class drivers licence for manual vehicles.

Desirable

1. Possession of qualification, or willingness to gain, Certificate IV in Government (Investigation).
2. Knowledge of Council Local Laws in relation to animal control.