

**Compliance and Investigations Officer (Temporary)**

Burdekin Shire Council is seeking applications for a Compliance and Investigations Officer. This is a temporary position for a period of up to 12 months.

**The Position**

The key responsibilities include:

- Undertake compliance activities including inspections, patrols, investigations to identify breaches of Council's Local Laws and the Animal Management (Cats and Dogs) Act, including seizure and impounding of animals.
- Gather evidence for further enforcement action, including interviewing alleged offenders and preparing statements; taking and storing photographic evidence and collection and storage of physical evidence.
- Investigate customer requests and take enforcement action where necessary.
- Investigate, enforce and prepare evidence for prosecution on matters relating to the enforcement of the *Animal Management (Cats and Dogs) Act 2008*.

**The Person**

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

- Demonstrated high-level of written and verbal communication skills.
- Excellent customer service skills with the ability to work in a high conflict area.
- Sound computer skills with the demonstrated ability to learn and adapt to new technology and software.
- Demonstrated experience, in legislation enforcement including issuing notices and obtaining and executing warrants.
- Demonstrated animal management skills including understanding and assessing dangerous behaviour and capture techniques.
- Possession of a current Queensland "C" class driver's licence for manual vehicles.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 4 (\$78,447pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **18/63 – Compliance and Investigations 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:

- Email – [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- Mail – Confidential Application No. 18/63, PO Box 974, Ayr Qld 4807

Applications close on Monday, 19 November 2018 at 5.00pm. Word or PDF format is preferable.

For further information contact Linda Govan – Coordinator Environment and Health on (07) 4783 9800.

<b>Position Number</b>	30033
<b>Certified Agreement</b>	Burdekin Shire Council Certified Agreement - 2018
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>Award Section</b>	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
<b>Award Level</b>	Level 4
<b>Reports To</b>	Coordinator Environment and Health
<b>Place of Employment</b>	Council Chambers, 145 Young Street, Ayr

### Position Objective

Implement regulatory investigation, inspection, monitoring, consultation, and enforcement services for the improvement of public health, environmental and safety standards for the community within the Burdekin Shire.

### 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

- Investigate, enforce and prepare evidence for prosecution on matters relating to the enforcement of the *Animal Management (Cats and Dogs) Act 2008*, relating primarily to dog attacks, regulated and restricted dogs; as well as Council Local Laws relating to animal attacks or aggressive/nuisance animals.
- Gather evidence for further enforcement action, including interviewing alleged offenders and preparing statements; taking and storing photographic evidence and collection and storage of physical evidence.
- Undertake compliance activities including inspections, patrols, 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.
- Develop briefs for internal reviews, court and Queensland Civil and Administrative Tribunal (QCAT), liaise with legal counsel.
- Investigate customer requests relevant to the position and take enforcement action where necessary including issuing compliance notices and penalty infringement notices.
- Prepare relevant reports, notices and correspondence relative to inspections, including the preparation and presentation of material for prosecution of offences.

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- Assist with the preparation and delivery of community education and promotional matters on topics including responsible animal ownership and other areas relevant to Local Laws and Animal Management.
- Assist with the euthanasia of animals.

#### Legal matters

- Issue infringement notices for offences, formal Notices and Affidavits to obtain Warrants, Summonses and Court Orders in relation to investigation and prosecution of offenders.
- Execute Warrants and Court Orders and serve Summonses.
- Document evidence and prepare reports in relation to compliance issues and the prosecution of offenders and then brief Council solicitors as required.
- When required prepare matters for and attend Court and/or QCAT.
- Liaise with legal services on preparation of matters including unpaid infringements for prosecution as well as registering and posting Complaint and Summonses.

#### General

- Provide expert advice to Council officers and the community.
- Prepare reports and letters as directed and 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.

#### Other Duties

- Update the website, procedures, templates, fact sheets, master lists for the compliance area.
- Develop and assist with Approved Inspection Programs of properties for pests, vectors or animals when required.
- Provide technical advice and assist in the development of Local Laws and Subordinate Local Laws.
- Act in the position of Technical Officer Environment and Health.
- Other duties as required by the Manager Environmental and Health Services. Such duties shall be within the skills and capabilities of the position holder.

## Position Requirements

#### Knowledge

- Sound knowledge of Council Local Laws, Council Subordinate Local Laws, Animal Management (Cats and Dogs) Act 2008 and other statutory obligations under legislation.
- Sound knowledge of Local Laws, or legislation specific to Local Law Enforcement and Animal Management, including abandoned vehicles and overgrown allotments.
- Sound knowledge of matters relating to Animal Management in a rural local government area.

#### Skills

- Sound animal management skills
- Excellent communication and interpersonal skills.
- Excellent literacy and written communication skills
- Sound investigation and evidence gathering skills.

- Sound customer service skills.
- Sound interviewing skills and techniques,
- Sound negotiation and liaison skills.
- Sound work coordination skills
- Excellent teamwork skills
- Sound leadership skills.
- Conflict resolution skills
- Sound problem solving skills.
- Sound computer skills in the operation of Microsoft applications including Outlook, Word and Excel as well as Council software – Technology 1: P&R, ECM and Dekho – GIS Mapping.
- Excellent time management and organisational skills.

#### Abilities

- Ability to interpret legislation and investigate regulatory offences.
- Ability to undertake sensitive investigations, in accordance with legislative requirements, relating to complex or high-risk offences.
- Ability to use judgement, initiative, tact and discretion.
- Ability to communicate in a courteous and diplomatic manner, particularly in dispute situations.
- Ability to implement approved practices including the training and development of team members, gaining co-operation and assistance of others, discussing and resolving problems.
- Ability to undertake duties whilst exercising sound judgement, initiative, sensitivity and confidentiality particularly in dispute situations.
- 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

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

#### Experience and Qualifications

- Current Class C driver's licence for manual vehicles.
- Certificate IV in Government (Investigation) or other relevant tertiary qualification.
- Experience in Local Law investigation/compliance work including issuing 'on the spot' fines, report writing and court appearances.
- Experience in dealing with and diffusing conflicts.
- Local government experience in a similar capacity including in inspection, investigation and investigative report writing in relation to breaches of local laws and legislation.

#### Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, 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 direction.
- Supervises subordinate employees or works in a specialised field.

### Extent of Authority

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

## Core Competencies

These competencies relate to positions at this Award level:

### 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 customer's 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.

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- 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 Management (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.

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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, providing 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. Demonstrated high-level of written and verbal communication skills.
2. Excellent customer service skills with the ability to work in a high conflict area.
3. Sound computer skills with the demonstrated ability to learn and adapt to new technology and software.
4. Demonstrated experience, in legislation enforcement including issuing notices and obtaining and executing warrants.
5. Demonstrated animal management skills including understanding and assessing dangerous behaviour and capture techniques.
6. Possession of a current Queensland “C” class driver’s licence for manual vehicles.

**Desirable**

1. Possession of qualification, or willingness to gain, Certificate IV in Government (Investigation).
2. Demonstrated knowledge of Laws in relation to animal management which are Council’s responsibility.