



POSITION DESCRIPTION

Community Safety Officer

Incumbent:	VACANT
Department:	Development & Regulation
Reports to:	Senior Community Safety Officers
Employment Status:	Fulltime
Award Classification:	Band 4
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

Position Summary

The Community Safety Officer serves the community in the protection of amenity and safety within the Ararat Rural City region through the administration of local laws and State legislation. This is achieved by investigating breaches, educating the community, taking enforcement action, and ensuring quality customer service.

Key Responsibilities

- Ensure compliance with required standards and legislation and ensure initial and follow-up inspections are completed as required.
- Provide guidance, advice, and assistance to the community in relation to compliance matters.
- Conduct prompt responses and timely investigations into complaints received, including appropriate customer feedback.
- Plan time effectively and actively patrol the municipality as required to ensure compliance with legislation, issuing notices where necessary in accordance with Council procedures.
- Record and submit activities, updating Council systems regularly.
- Enforce Councils Local Laws and relevant Acts including (but not limited to); Road Safety Act, Domestic Animals Act, Impounding of Livestock Act, and the Litter Act.
- Assist with the collection of data to enable prosecutions under the relevant legislation in accordance with Council Policy.
- Be available for after hour's callouts in line with the established roster and team requirements through consultation with the Senior Community Safety Officers
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

Accountability & Extent of Authority

- Provide information and support to more senior staff as required.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.

Judgement & Decision Making

- Work objectives are well defined, but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.



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- Guidance and advice are always available.
- Ability to solve problems using procedures, professional or technical knowledge.

Specialist Knowledge & Skills

- Demonstrated ability to communicate effectively with the community and other staff.
- Ability to operate in a professional, consistent manner with particular attention to detail.
- An understanding of the operations, statutory responsibilities, and the overall structure of the organisation, to the requirements of the role.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents.

Management Skills

- Ability to manage time and organise workload to achieve set time frames, statutory obligations, and client expectations.

Interpersonal Skills

- A positive attitude.
- Well-developed written and verbal communication skills.
- Ability to follow instructions in a timely and accurate manner.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain cooperation and assistance from members of the public and other staff in the administration of well-defined activities.
- Ability to resolve problems in a timely, non-threatening manner.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.

Qualifications & Experience

- Experience in the investigation of complaints, and handling of animals.
- Current driver's licence
- Working with Children Check
- Excellent customer service skills

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the CEO		