

# Position Description

## COMPLIANCE COORDINATOR

## POSITION OVERVIEW

You will lead a customer focussed team striving to deliver an efficient, responsive, and responsible planning compliance and local laws service, through exploring and implementing initiatives that reduce red tape and complexity.

You will support the Local laws Team to deliver great outcomes across its responsibilities in local laws, animal management and fire prevention.

You will work closely with the Statutory Planning Team, Building Team and Environmental Health Coordinator to support them in undertaking compliance activities.

At all times you will role model Council values by undertaking your key responsibilities in a professional, efficient, and timely manner whilst contributing to Council's aim of being a high performing organisation.

## CLASSIFICATION AND RELATIONSHIPS

<b>Classification:</b>	Band 7 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Manager Regulatory Services
<b>Supervises:</b>	Local Laws officers

## KEY DUTIES AND RESPONSIBILITIES

### **Accountability and extent of authority**

This position is accountable for:

- Local laws, and municipal fire prevention compliance matters according to statutory obligations, Council policy, delegated authority and adopted budget (other than decisions requiring direct Council resolution)
- Providing support to the Statutory Planning Team in ensuring that the provisions of the Alpine Planning Scheme, planning permits, section 173 agreements are compliant as required by the *Planning and Environment Act 1987*
- Timely investigations of alleged planning related breaches.
- Coordination and leadership of the Local Laws team and Assistant Fire Prevention Officers
- Coordination of local laws functions including domestic animal management and local law functions
- Fulfilling the role of Municipal Fire Prevention Officer (MFPO) as required by the *Country Fire Authority Act 1958*
- Coordination of seasonal fire prevention activities
- Educating the community to raise the level of awareness in relation to local laws, animal management and fire prevention matters.

## Key duties

### Coordinator responsibilities

- Contribute to the development of a departmental plan to support the Community Vision, the Council Plan and other relevant strategic documents including Domestic Animal Management Plan
- Continually review and improve practices and processes associated with the local laws and compliance service
- Investigate, evaluate, and report on new technology, techniques, and equipment to improve the efficiency and productivity of the local laws and compliance service
- Draft policies and procedures relevant to the function and document appropriate work practices for the team
- Ensure Council's responsibilities under the relevant legislation and local laws are met
- Monitor and drive progress of all planning compliance, local laws, and fire prevention matters to meet legislated or agreed timelines including complaint management
- Support a cross functional approach to issues within the organisation
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- Strive to deliver on the Positive Employee Experience pillar of the organisational vision to move the team towards achieving the target culture - Calm, Confident, Ambitious and Accountable
- Implement measures to ensure compliance with Occupational Health and Safety, Risk Management and Human Resource Management policies including associated legislative requirements
- Minimise Council's risk exposure
- Undertake the regular performance appraisal of the team to ensure performance development and ongoing training and personal development to meet operational needs
- Provide support, guidance, and encouragement to supervisory staff
- Provide leadership and an environment that encourages staff innovation, initiative, and pro-active participation.

### Local Laws

- Maintain the currency of:
  - Local Laws
  - Domestic Animal Management Plan
  - Emergency Animal Welfare Plan
  - Plans, policies, and proceduresthrough review, update, or rewrite, including internal and external stakeholder engagement
- Assist and support the implementation of the Community Local Law , including all policies and incorporated documents
- Undertake relevant and delegated statutory functions and ensure that the requirements of the *Domestic Animals Act 1994*, *Prevention of Cruelty to Animals Act 1986* and other relevant statutes are complied with

- Ensure Council's pound is registered, and recommendations of Agriculture Victoria's audits are implemented
- Research and recommend the establishment of section 84Y agreements under the *Domestic Animals Act 1994*
- Maintain authorisation as a General Inspector under the *Prevention of Cruelty to Animals Act 1986*
- Meet external reporting requirements including infringements, IPA Annual Audit, Pet Exchange Register
- Provide guidance and support to the local laws team to support delivery of local law functions.

### **Enforcement and Complaints**

- Investigate substantiated complaints and alleged non-compliant planning and local laws matters and recommend appropriate enforcement action
- Provide consistency in decision making in an open and transparent way
- Maintain data integrity and support Governance Officer through FOI and other data release requests
- Gather evidence and prepare briefs for prosecution / further action as needed
- Provide advice to relevant managers and staff across the organisation on operational planning enforcement issues and assist staff from other departments with investigation of wider Council compliance matters
- Provide advice to the community on enforcement processes
- Monitor and report on compliance with requirements in a targeted and efficient manner
- Establish administrative systems for the processing and tracking of compliance matters, including template responses and escalation pathways
- Assist the Director and Manager in investigating complaints in line with Council's Complaints Policy.

### **Fire Prevention**

This position is the appointed Municipal Fire Prevention Officer under section 96A(1)(a) of the *Country Fire Authority Act 1958* and is responsible for ensuring Council meets its fire prevention duties under the Act including:

- Delegating fire prevention officer powers and duties to Assistant Fire Prevention Officers (AFPO)
- Support the AFPO's to carry out statutory tasks related to fire prevention
- Report to management and Council on fire prevention and related matters
- Participate in the Municipal Emergency Management Planning Committee and any fire mitigation sub-committees or working groups on fire prevention and related matters
- Contributing to Municipal/Regional Fire and Emergency Management Plans
- Engage with fire prevention stakeholder agencies and groups.

## **Continuous Improvement**

- Continually review, improve, and develop policies, procedures, practices and processes associated with this role and that of the Local Laws Team and document accordingly
- Implement and optimise use of SAAS for infringements across the Local Laws Team
- Work collaboratively with the ICT and Business Transformation team in the investigation, evaluation, implementation, maintenance, and upkeep of relevant technology, equipment, and software to improve the efficiency and productivity of the local laws and compliance service.

## **Financial control and planning**

- Develop the annual operation budget for the department, in conjunction with the Manager
- Ensure effective and responsible financial management and ensure the team operates within budget, procurement, and financial delegation parameters.

## **Other duties**

- Promote Council and its activities regularly, proactively, and positively
- Comply with Council's Code of Conduct and corporate policies and procedures
- Liaise with the Manager on staffing matters
- Engage key stakeholders
- Provide timely advice and prepare and present reports and briefing notes to the Manager, Director, Council, and the community as required
- Maintain accurate records
- From time to time undertake other duties as directed by the Manager ,in addition to those outlined in this position description, but which fall within the employee's capabilities, experience, skills, competence, or training

## **Judgement and decision making**

- Solve problems within areas of responsibility in demanding operating environment and contributing to policy development
- Decision making limited by statutory provisions, and decisions requiring approval by the Manager Statutory Planning , Compliance and Local Laws on matters of major significance to the statutory and financial functions
- Make decisions at a strategic level in line with corporate goals and objectives
- Solve problems that involve identification and evaluation of unclear options and develop policy options for consideration
- Allocate resources with sound judgment to achieve corporate objectives and responsibilities
- Identify opportunities and develop and implement strategies to achieve objectives and goals
- Provide timely advice and recommendations to management and implement Council decisions
- Set and achieve budgets

- Make decisions transparently and professionally
- Effective judgement is critical in making decisions that may have economic, political, and social consequences

## **Management skills**

- Ability to promote a professional work ethic
- Ability to promote and achieve high quality outcomes
- Demonstrated ability to adhere to budgets and business plans
- Ability to effectively manage resources, assets, projects, and staff to maximise service delivery
- Ability to develop and show commitment to teamwork and delegate to appropriate levels
- Ability to manage information flow upwards and downwards from an organisational perspective
- Highly developed time management skills, capacity to plan, organise and meet changing priorities and objectives.

## **Interpersonal skills**

- Ability to lead and develop staff to ensure attainment of organisational and individual targets
- High level analytical skills, including a grasp of technological issues
- Ability to collaborate and establish effective working relationships within council, community, other levels of government and regional organisations
- Ability to develop and show commitment to teamwork and delegate to appropriate levels
- Excellent negotiation and conflict resolution skills
- Ensure quality communications with a range of audiences including internal staff and Councillors, as well as key external stakeholders within the community, government, and private sectors
- Ability to project a positive image in communicating with both internal and external customers at all times.

## **EXPERTISE**

### **Qualifications**

- Significant experience in compliance or regulatory service or a related area or a relevant tertiary qualification in a related field or previous relevant experience.
- Valid driver's licence
- Working with Children Check.

### **Specialist knowledge and skills**

- Sound human resource management skills, with a proven record in building, leading and inspiring teams

- Interpersonal skills that demonstrate your ability to build relationships across all stakeholder groups
- Proven problem solving abilities, strategic thinking, and sound judgement
- Well-developed multi-tasking skills and the ability to work independently, prioritise tasks and meet deadlines
- Exceptional written and verbal communication skills
- Sound knowledge of risk management principles and practices
- Ability to develop plans policies and performance criteria
- Contemporary knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities

## **Experience**

- Team leadership experience in regulatory compliance or planning functions or related area
- At least 5 years' experience in a similar role desirable.

## **HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES**

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand, and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures, and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses, and hazards to a supervisor
- Support the return to work plan for any injured worker when returning to work

## **PHYSICAL REQUIREMENTS**

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in indoor and outdoor environments
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift, and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction
- Your verbal communication must be clear and easily understood.
- The work environment may include uneven surfaces and up and down stairs.