

POSITION: RANGER

REPORTS TO: TEAM LEADER RANGER SERVICES

ACCOUNTABLE TO: COORDINATOR REGULATORY COMPLIANCE

GROUP: PLANNING & ENVIRONMENT

DATE REVISED: JANUARY 2021

ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



PRIMARY PURPOSE

To deliver an effective and efficient customer experience to the community by providing resourceful and current regulatory advice and services which enforce compliance of applicable Acts, Regulations, local laws and Council policies.

To investigate, action and report on regulatory and compliance matters through a balanced approach of education, engagement, and enforcement activities.

CORE ACCOUNTABILITIES

1. Uphold a positive and professional image of Council to the community by providing high level customer service throughout the investigation, assessment and management of enforcement activities including but not limited to animal/stock control, litter, illegal dumping, companion animals, abandoned vehicles and articles, parking regulation and patrols of public lands.
2. Enforce and maintain up to date and accurate knowledge of relevant legislation, codes, guidelines, regulations and standards as they relate to but not limited to:
 - Local Government Act 1993
 - Companion Animals Act 1998
 - Impounding Act 1993
 - Roads Act 1993
 - Road Transport Act 2013
 - Australian and NSW Road Rules
 - Environmental Planning and Assessment Act
 - Protection of the Environment Operations Act
3. Manage complaints, correspondence and enquiries in a courteous and efficient manner, take initiative to drive best practice solutions and where required engage in stakeholder consultation and negotiation to effectively resolve issues.
4. Maintain and operate Council's animal seizure equipment, undertake animal control patrols and seizures to ensure compliance with statutory requirements and the safety of the community.
5. Undertake investigations by gathering evidence to substantiate legislation breaches and prepare investigative reports and documentation in support of legal action and/or prosecutions, ensuring accurate records are maintained at all times.
6. Be highly proficient in the use of Council's digital systems reporting requirements and assist the Team leader to facilitate and contribute to the delivery of innovative practices and adapting to changing technological advancements, including the provision of training to other staff where required.
7. Prepare technical reports and present evidence on Council's behalf to the Local Court, Land and Environment Court or other Courts as required.
8. Develop, implement and conduct community education programs on matters relevant to Ranger activities.
9. Contribute to a highly productive, innovative, and constructive team that works a 7-day roster (including on call after hours) to deliver an optimal and timely customer experience.
10. Assist the Team Leader and/or facilities manager when required to maintain Council's impounding facilities and associated office areas, including animal care, cleaning and the regular care and assistance in the conduct of sales and/or release of impounded animals, articles or vehicles.

The incumbent is required to undertake any other duties, projects or tasks as directed by the Team Leader/Coordinator/Manager, which are within his/her skills, competence and training.

The incumbent is to comply with the organisations policies and procedures and undertake training and development.



ESSENTIAL CRITERIA

1. Certificate IV Local Government (Regulatory Services) or relevant experience coupled with education/training relevant to the inherent requirements of the role.
2. Contemporary industry knowledge and experience in a law enforcement or regulatory role including handling of animals and livestock and the impounding services of animals and vehicles/articles.
3. Demonstrated experience in the interpretation and application of Acts, Regulations and policy, preferably within a Local Government environment, particularly as they relate to companion animals, roads, traffic, parking, development compliance and pollution.
4. Demonstrated high resilience in dealing with challenging situations and behaviours, along with well-developed communication skills including negotiation, problem solving and conflict resolution and ability to liaise with a variety of stakeholders to achieve desired outcomes.
5. Solid experience using Microsoft office, customer information systems and other corporate record systems.
6. Proven ability to work independently and as a productive member of a multi-disciplinary team to contribute team goals.
7. Solid written and verbal communication skills and experience in the preparation and presentation of conducting investigations producing investigative reports associated with legal proceedings.
8. Ability to work a rotating 7-day roster and participate in after-hours 'on call' duties in remote isolated environments.
9. Current satisfactory Criminal History Check.
10. Class C Drivers Licence.

DESIRABLE CRITERIA

1. Advanced first aid certificate.
2. Knowledge and understanding of the Self-enforcing Infringement Notice Scheme (SEINS) system.

Date:

Agreed:

Employee Name

Employee signature

