

POSITION: SENIOR RANGER

REPORTS TO: TEAM LEADER RANGER SERVICES

ACCOUNTABLE TO: COORDINATOR REGULATORY COMPLIANCE

GROUP: PLANNING & ENVIRONMENT

DATE REVISED: MAY 2023

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 changeover 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:



MAKE THINGS EASY
Do the hard work to make things intuitive for me.



BE WELCOMING
Care for me as a person, not a task or a number.



BE OPEN MINDED
Listen to me and work with me to find solutions.



LOOK OUT FOR ME
Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES
Follow through on your commitments to me.

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, including projects and complex issues. To provide senior level support, guidance and coaching to other team members to assist in building team capacity.

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. Coach, mentor and support other Rangers within the team to drive and uphold a culture that supports efficiencies and the delivery of exceptional customer experiences, both internally and externally.
3. 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
 - Public Spaces (Unattended Property) Act 2021
 - Roads Act 1993
 - Road Transport Act 2013
 - Australian and NSW Road Rules
 - Environmental Planning and Assessment Act 1979
 - Protection of the Environment Operations Act 1997
4. Manage complex 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.
5. 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.
6. 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.
7. Be highly proficient in the use of Council's digital systems reporting requirements and facilitate and contribute to the delivery of innovative practices and adapting to changing technological advancements.
8. Prepare technical reports and present evidence on Council's behalf to the Local Court, Land and Environment Court or other Courts as required.
9. Develop, implement and conduct community education programs on matters relevant to Ranger activities.
10. 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.
11. 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.

To undertake any other duties, projects or tasks as directed by the Team Leader/Coordinator which are within the employee's skills, competence and training.

To behave in alignment with Council's Guiding Principles, 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 solid demonstrated experience in conducting investigations, court procedures and demonstrated interview skills or similar experience.
3. Demonstrated skills and experience in handling dogs, livestock and other animals.
4. Solid working knowledge and ability to implement all relevant Acts and Regulations applicable to Council's activities as they relate to Ranger duties.
5. Proven ability to mentor staff, as well as work independently and as a productive member of a multi-disciplinary team to contribute to the fulfilment of team goals.
6. High level communication skills both written and verbal with demonstrated negotiation and facilitation experience in the resolution of complex problems and challenging issues.
7. Demonstrated experience to continuous improvement and ability to embrace and implement change.
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. Accredited first aid certificate.
2. Experience in a local government regulatory compliance environment.

Date:

Agreed:

Employee Name

Employee signature

