

Council is seeking applications for a Compliance Officer to implement regulatory investigation, inspection, monitoring, consultation, and enforcement services in the areas of animal management and environmental health within the Burdekin Shire.

About the role

This position is suited to someone with well-developed skills in animal management, customer service and problem solving. The Compliance Officer investigates customer requests relating to animal management, overgrown allotments and abandoned vehicles. This position includes undertaking patrols, inspections and investigations on matters relating to the enforcement of Local and State legislation including animal registrations, aggressive and nuisance animals, illegal camping, abandoned vehicles and overgrown allotments. The Compliance Officer assists in pound operations including managing the animals in and out of the pound, maintaining the pound and working with vets and rehoming agencies.

Why work for us?

- 9-day fortnight (72.5hrs fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year
- 13 weeks Long Service Leave after 10 years' service – pro rata available after 7 years
- Salary Packaging available
- Supportive and motivating team
- Active Social Club
- Fitness Passport Program
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 4 (\$90,633pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **24/51 – Compliance Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/51, PO Box 974, Ayr Qld 4807

Applications close on Friday, 6 September 2024 at 5.00pm.

For further information please contact the Manager Environmental & Health Services – Paul Day on (07) 4783 9800.

It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including 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 knowledge of and experience in undertaking investigations including enforcement activities such as issuing notices as well as obtaining and executing warrants focussing on the areas of animal management, overgrown allotments and abandoned vehicles.
2. Demonstrated animal management skills including understanding and assessing dangerous behaviour and capture techniques.
3. Demonstrated sound level of customer services skills with the ability to work in a high conflict area.
4. Demonstrated sound level of communication skills both oral and written with the proven ability to write and submit reports and prepare briefs of evidence.
5. Demonstrated skills in time management, task prioritisation, problem solving and decision making.
6. Demonstrated sound computer skills with the ability to learn and adapt to new technology and software.
7. Demonstrated ability to work in a team environment.
8. Possess a current Queensland C class driver's licence.

Position Number	30184
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 4
Reports To	Compliance Supervisor
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Implement regulatory investigation, inspection, monitoring, consultation, and enforcement services in the areas of animal management and environmental health 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:

- Investigate customer requests relating to the compliance unit and take enforcement action, when necessary, in accordance with Council policies, procedures and operational standards.
- Undertake patrols, inspections and investigations on matters relating to the enforcement of State legislation and relevant Local Laws including animal registrations, dog attacks, regulated and restricted dogs, aggressive and nuisance animals, illegal camping, abandoned vehicles and overgrown allotments.
- 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.
- Issue warnings, First and Final Notices, Compliance Notices, Penalty Infringement Notices, or the like, in accordance with the Compliance and Enforcement Policy.
- When required prepare briefs of evidence on matters and where necessary attend Court and/or QCAT.
- Assist in pound operations including managing the animals in and out of the pound, working with vets and rehoming agencies and cleaning and maintaining the pound.
- Liaise with the private contractor for the offsite animal pound on managing the animals to and from the Council pound.
- Assist in the development of procedures and guidelines for the Compliance area.
- Undertake specified activities to protect public health and the environment in accordance with Council policy, procedures and work health and safety requirements.

- Provide support to other Environment and Health staff in the implementation of programs as required.
- 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.
- Assist with the development and implementation of activities identified in the Animal Management Strategy.
- Other duties as required by the Manager Environmental and Health Services. Such duties shall be within the skills and capabilities of the position holder.

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.

Position Requirements

Knowledge

- Sound level of 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 established work practices, procedures, policies and regulations relating to the Environment and Health section.
- Sound knowledge of Work Health and Safety issues, duties and responsibilities as applicable to this position.
- Sound knowledge of Microsoft Office suite of applications including Outlook, Word and Excel.

Skills

- Well-developed animal management handling skills with a focus on dogs, cats and livestock.
- Sound level of customer service skills.
- Sound level of interview, negotiation, coordination, conflict resolution, problem solving and liaison skills.

- Sound level of investigation, evidence gathering, and result based skills.
- Sound literacy and comprehension skills including the ability to interpret legislation and draft correspondence, memos, reports and preparing and presenting briefs of evidence in Court.
- Sound level of time management, work prioritisation and self-motivation skills.
- Intermediate computer skills and ability to use Council software.

Abilities

- Ability to acquire knowledge of legislation, Local Laws and other technical information relevant to the work area.
- Ability to apply techniques, practices and procedures relevant to the work area.
- Ability to learn and adapt to new technology and software.
- Ability to exercise initiative and judgement whilst working within established procedures and/or guidelines.
- Ability to undertake duties whilst exercising sound judgement, initiative, sensitivity and confidentiality.
- Ability to work as part of a team, within a customer service environment.
- Physical ability to handle aggressive and/or regulated dogs and livestock.
- Ability to undertake sensitive investigations, in accordance with legislative requirements, relating to complex or high-risk offences.
- Ability to understand and assess dangerous animal behaviour.

Other Requirements

- Ability and willingness to work flexible hours and undertake on-call duties on a roster system as required.
- Immunisation record for Hepatitis A, Hepatitis B and Q Fever.
- Personal characteristics of honesty, integrity, reliability, enthusiasm and the ability to deal with pressure.

Experience and Qualifications

- Certificate IV in Government Investigations or similar relevant tertiary qualification.
- Experience in Local Law investigation and compliance work or similar.
- Experience in dealing with and diffusing conflicts.
- Possession of Queensland Class C driver's licence.
- Local government experience in a similar capacity including inspection, investigation and investigative report writing in relation to breaches of local laws and legislation.
- Authorised Persons and Local Government Worker Course.
- Department of Transport and Main Roads Working in Proximity to Traffic - Parts 1 & 2.
- Course in Dangerous Dog Training
- Course in handling and use of batons/bite sticks.
- Course in use of Body Worn Cameras.
- Current first aid certificate
- Microchip Implantation for Dogs and Cats – Skill Set (ASMSS00007 or current)

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.
- 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.
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.