

We are seeking applications to fill the role of Compliance Supervisor to join our Environment and Health Team.

About the role:

We're looking for someone with a passion for animal welfare and management to ensure the safety and wellbeing of our community. This role will undertake a range of animal management activities including collection of animals, assisting in seizures and dog attacks. Our team also undertakes activities in relation to compliance around Local Laws overgrown allotments and abandoned vehicles.

The ideal candidate will have exceptional leadership skills to mentor and manage members of the Compliance team. They will also possess excellent communication skills both written and verbal as these skills will be required when communicating with the community and contractors, as well as report submission and procedure updating.

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
- 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 5 (\$100,262pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **25/01 – Compliance Supervisor** 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. 25/01, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 29 January 2025 at 5.00pm.

For further information please contact Linda Govan – Coordinator Environment and Health Projects 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. Knowledge of and experience in undertaking investigations of matters relative to the compliance area and Council's Local Laws with a focus on animal management, overgrown allotments and abandoned vehicles.
2. Comprehensive knowledge of *Animal Management (Cats and Dogs) Act 2008* and *Local Laws* relating to animal management, overgrown allotments and abandoned vehicles.
3. Demonstrated animal management skills including understanding and assessing dangerous behaviour and capture techniques.
4. High level of customer service skills with the ability to work in a high conflict area.
5. Ability to supervise, manage and support staff in a compliance role.
6. Demonstrated skills in time management, task prioritisation, problem solving and decision making.
7. High level of communication skills, both oral and written with the proven ability to write and submit reports, prepare briefs of evidence and present Animal Management and Local Laws information to schools, professional and community groups.
8. Demonstrated intermediate level of skills with computers and office related software.
9. Current Queensland "C" Class Drivers Licence.

Desirable

1. Certificate IV in Government Investigations or other relevant tertiary qualifications.

Position Number	30031
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 5
Reports To	Coordinator Environment and Health Projects
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:

- Supervise, mentor and work with the Compliance team members to achieve team goals and objectives.
- Education, monitoring and enforcement of State legislation and Local Laws especially in the areas of animal management, overgrown allotments, abandoned vehicles and illegal camping.
- Activities include inspections, registrations, licensing, approvals, complaint investigations, issuing compliance and infringement notices, obtaining warrants and preparing briefs for internal reviews, QCAT and legal proceedings.
- Undertake animal management activities including collection of animals, assisting in seizures and dog attacks.
- Coordinate the rehoming of animals from the Council pound including liaison with animal rehoming organisations and James Cook University.
- Liaise with the private contractor for the offsite animal pound in relation to managing the animals including transportation to and from the Council pound.
- Develop and review procedures relevant to the Compliance area.
- Undertake specified activities to protect public health and the environment in accordance with Council policy, procedures and workplace health and safety requirements.
- Undertake education and promotion activities with schools and the general community on responsible pet ownership and other related matters.
- Support other Environment and Health staff in the implementation of programs as required.

- Undertake administrative duties associated with the position.
- Work flexible hours to meet the requirements of the position.
- Other duties as may be directed by the Manager Environmental and Health Services. Such duties shall be within the skills and capabilities of the position holder.

Position Requirements

Knowledge

- Comprehensive knowledge of *Animal Management (Cats and Dogs) Act 2008 and Local Laws* relating to animal management, overgrown allotments and abandoned vehicles.
- Sound knowledge of established work practices, procedures, policies and regulations relating to the Environment and Health section.
- Sound knowledge of Workplace 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

- Supervisory skills to manage and support Compliance Officers.
- Well-developed animal management skills including handling dogs, cats and livestock.
- High level of customer service skills.
- High level of interview, negotiation, coordination, conflict resolution, problem solving and liaison skills.
- High 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.
- High level of time management 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 exercise initiative/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.
- Ability to be well organised and to prioritise work requirements.
- Physical ability to handle aggressive and/or regulated dogs and livestock.

Other Requirements

- Ability and willingness to work flexible hours and support on-call officers where necessary.
- Immunised for Hepatitis A and Hepatitis B and Q Fever.
- Ability to undertake and complete further study to maintain or upgrade qualifications.
- Personal characteristics of honesty, integrity, reliability, enthusiasm and the ability to deal with pressure.

Experience and Qualifications

- Certificate IV in Government Investigations or other relevant tertiary qualification.
- Experience in Local Law investigation/compliance work or similar.
- Experience in dealing with and diffusing conflicts.
- Current Queensland C Class Drivers Licence.
- Authorised Persons and Local Government Worker Course.
- Department of Transport and Main Roads – Working in Proximity to Traffic Parts 1 & 2 Online Course.
- 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.

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 other employees.

Extent of Authority

- Exercise a degree of autonomy.
- Control projects and/or programs.
- Set outcomes for subordinates.
- Establish priorities and monitor workflow in areas of responsibility.
- Solutions to problems generally found in documented techniques, precedents, guidelines or instructions. Assistance is available when required.

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.
- When appropriate, treat major customers like business partners in designing Council's services.

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.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.
- 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.
- Monitor implementation of strategies for improving quality and take necessary corrective action.

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.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.

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.
- Analyse and improve efficiency in the workplace.

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.