

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect	
Integrity	
Collaboration	
Adaptability	
Community	

Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Community Safety Officer – Local Laws and Traffic
Position Number:	1424
Classification:	Band 4
Tenure:	Permanent Full Time
Directorate:	Community Safety
Department / Unit:	Community Safety
Reports To:	Community Safety Coordinator - MEMO
PD approved by (Manager or Director Title):	Manager Community Safety - Municipal Recovery Manager
Date Approved by Manager:	March 2025
Date approved by HR:	March 2025

1. Position Purpose

This position sits within the Community Safety Department, forming part of Council's broader Governance, Communications and Community Safety Directorate, with a key focus on delivering customer outcomes. The community safety team are responsible for the provision of domestic animal management, the administration of council's local laws, traffic and parking compliance and the school crossing program, with a focus on education and providing an excellent customer experience. A focus on customer service and education is key to the successful provision of this service.

The purpose of the Community Safety Officer - Local Laws and Traffic role is to educate, inspect and enforce relevant State and Local Government statutory requirements with a focus on local laws and traffic enforcement, as well as supporting in the following community safety service;

- Local Laws
- Domestic Animal Management as required
- Parking and traffic management
- School Crossing supervision and patrols
- Litter Management; and
- Graffiti Reduction
- Fire prevention

2. Position Objectives

Customer satisfaction is an important driver for the unit, with the need to deliver an efficient, effective and responsive community service to the Nillumbik community. The role works closely with fellow Community Safety Officers, the Senior Community Safety Officer, the Team Leader Community Safety, Community Safety Coordinator and the Community Safety Support Team that supports overall customer service delivery for Community Safety. A focus on the provision of local laws compliance and parking enforcement within the Shire. Specific activities under this responsibility include but not limited to:

3. Key Result Areas

3.1 Local Laws

- Implementation, education and enforcement of the Nillumbik General Local Law 1.
- Respond to and inspect local law permit applications in order to inform the assessment of Local Laws permit applications on council controlled land as per set procedures.
- Monitoring compliance with permit conditions and the Nillumbik General Local Law 1 through observation, patrols, routine inspections and/or in response to a complaint.
- Respond to reports of abandoned or unregistered vehicles in accordance with set procedures.

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3.2 Litter Control

- A focus on the enforcement of the litter provisions of the Environment Protection Act 1970, and for educating the community on their litter responsibilities.
- Investigate litter complaints relating to dumped rubbish in accordance with set procedures.
- Write and serve EPA notices or notice to comply for any litter related offences.
- Other activities as delegated by the Team Leader Community Safety relating to litter control.

3.3 School Crossing Supervision program

- Support the provision of a safe and effective school crossing supervisor program.
- As required, conduct school crossing supervisor duties in accordance with set procedures.
- Provide on-the-job (one-on-one) training to School Crossing Supervisors.
- Undertake Crossing Supervisor Safety Audits (during the school year) to ensure Crossing Supervisors actions are in accordance within training, road safety and occupational standards and to ensure the location and the equipment used/operated is within road safety and occupational standards.

3.4 Parking and local traffic management

- Support the provision of education and enforcement services to ensure and promote compliance with local traffic and parking regulations.
- As required, the enforcement of parking regulations on public roadways and within council controlled parking areas.
- Undertake school crossing parking patrols.
- Conduct periodic audits of the parking and stopping control signs and other traffic control measures.
- Other activities as instructed by the Team Leader Community Safety relating to education, inspection and enforcement of parking and/or traffic matters.

3.5 Graffiti Management

Working towards minimization of the amount of graffiti within the municipality by:

- Create service requests as required to ensure Council's graffiti removal contractor to ensure requests are completed in a timely manner.
- Routinely check areas of concern to ensure remedial work has been completed and/or identify and report new graffiti damage.

3.6 Animal Management

- Support the provision of the domestic animal management service in accordance with Council's Domestic Animal Management Plan and the Responsible Pet Ownership Program, including, inspection and enforcement activities to ensure compliance with relevant legislation.
- Ability to support animal management officers by way attending to call outs as required.

3.7 Fire Prevention

Under the direction/supervision of the Municipal Fire Prevention Officer (MFPO), as Assistant Fire Prevention Officer you may be required to:

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- Prioritising inspections of private land.
- Identifying issues on Council owned land and roadsides and create Service Requests for resolution.
- Undertaking fire hazard inspections, issuing Fire Prevention Notices where required and reinspecting for compliance.
- Enforcing acts and regulations through issuing Penalty Infringement Notices, writing statements and giving evidence in court in relation to non-compliant property owners/occupiers.

3.8 Team Contribution

- Provide positive personal contribution to the successful operation of the Community Safety Team.
- Participate in reviewing written procedures to assist in improving the efficiency of the service.
- Participate in the development of the Community Safety staff in order to provide an effective, efficient and customer focused team, which may include supporting the Team Leader Community Safety and Community Safety Coordinator with training and inducting new team members.
- Conduct investigations, either alone or as part of a team, including; gathering evidence, interviewing witnesses and preparing statements, interviewing alleged offender/s and as necessary conducting record-of-interview in association with the Team Leader Community Safety, Community Safety Coordinator and Councils legal representatives.
- This position requires the employee to participate in overtime as required by the Team Leader Community Safety, some of which may be at short notice. The incumbent will endeavour to make him/herself reasonably available for such overtime duty.

3.9 Customer Service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.

3.10 People, Culture, Health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

3.11 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:

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- Equal Employment Opportunity, supporting equity and fairness.
- Occupational Health and Safety, supporting a safe workplace.
- Risk Management, reducing the opportunity for fraud.
- Emergency Management and Business Continuity, to support ongoing service delivery.
- Privacy, Confidentiality and Conflict of Interest, maintaining the integrity of Council.

4 Job Characteristics

4.1 Accountability and extent of authority

To educate, inspect and regulate clients, via enforcement of the relevant provisions of the;

- Traffic and Road Safety Regulations,
- Road Safety Act;
- Road Rules Victoria;
- Local Government Act;
- Nillumbik General Local Law 1;
- Environment Protection Act.

4.2 Judgement and decision making

In conjunction with the Team Leader Community Safety and Community Safety Coordinator, educate and assist clients, via the relevant provisions of the;

- Domestic Animals Act;
- Prevention of Cruelty to Animals Act;
- Wildlife Act;
- Impounding of Livestock Act; and
- Any other relevant legislation.
- Issue warnings and infringements in relation to traffic and parking; Local Law enforcement and Domestic Animals.
- Making decisions and providing advice which impacts individual customer satisfaction.
- Advice is always available from the Community Safety Coordinator.

4.3 Qualifications

- Post-secondary qualification (Cert IV or above) in Statutory Compliance or demonstrated previous knowledge and experience in a statutory compliance role.
- Year 12 VCE and knowledge and skills gained through on the job training.
- A current Victorian Driver License
- A current Victorian Working With Children Identity Card – or to have ability to qualify for applying for one within 3 months of appointment to position.

4.4 Experience

- Demonstrated public relations expertise.
- Practical experience in the use of the following software: Microsoft, Pathway and Pinforce.
- Prior experience using mobile devices to conduct work such as issuing infringements and written warnings.

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4.5 Specialist Skills and Knowledge

- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, and previous decisions.
- Understanding of and ability to interpret and apply appropriate policies, legislation and regulations.
- Ability of writing reports and presenting findings
- Thorough knowledge and understanding of the function of the position within its organisation context of council policy, local laws and precedent relating to the application of this legislation in a community context.
- A good comprehension of the role of the Unit and how this fits with organisational objectives.
- Some working knowledge of court procedures and practices.
- Working knowledge of Occupational Health and Safety legislation and implications for the role.
- Knowledge of quality systems and concept of continuous improvement.

4.6 Management Skills

- The ability to manage time and set priorities of own work to achieve objectives in the most efficient way possible within the resources available and set timetable.
- Ability to show flexibility in approach to difficult situations, and to display initiative to achieve positive outcomes.
- Ability to make quick decisions in sometimes complex situations based on the information available at the time.
- Ability to apply discretion when making decisions.
- Ability to understand and implement current and future work related technology including: personal computers and associated software applications, Infringement Issuing Devices and other equipment.
- Ability to work effectively as a member of a team to achieve objectives.
- Demonstrated understanding of personnel practices and the ability to provide on the job guidance and training to new team members.
- Ability to apply sound problem solving techniques to unusual situations.
- Ability to provide advice to, and recommend actions to, School Crossing Supervisors while in the field where/as necessary.

4.7 Interpersonal Skills

- Demonstrated ability to gain cooperation and assistance from members of the public and other employees in the Community Safety Department.
- Ability to provide advice and recommend appropriate course of action to management.
- Represent Council in a professional, courteous and approachable manner by providing excellent customer service skills
- Have excellent customer service and public relation skills.

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5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at desk, work station or in meeting rooms • Driving up to 45 minutes at a time between workplaces, i.e. Greensborough, Plenty, Eltham, Diamond Creek, Pantom Hill and Hurstbridge • Driving on made and unmade roads to different parts of the shire for the purposes of site visits, collection of domestic animals or attending to injured wildlife • Some standing, walking, climbing, kneeling, balancing and running required • Field officer tasks e.g. marking car tyres, manually deploy/retract vehicle loading ramp for larger animals, impounding animals including livestock and handling impounded items
Upper Limb / Body	<ul style="list-style-type: none"> • Some handwriting and typing • Reaching above shoulder and bending below the knee to collect cats/dogs, injured animals & equipment • Sustained neck flexion may be required when driving & reading
Trunk	<ul style="list-style-type: none"> • Repetitive twisting in a seated position. • Bending below the knee. • Bending of the knees and back to deploy/retract vehicle animal ramp. • Bending of the knees and back to safe manual handling where required as part of day to day duties.
Work Environment	<ul style="list-style-type: none"> • Work both indoor and outdoor (mostly outdoor). • Driving vehicle with automatic gears, air conditioned and hands free telephone. • Working within the open air environment on both public and private land.
Weights	<ul style="list-style-type: none"> • Required to lift a dog, up to 25kg, to and from utility vehicle. • Required to manually deploy and return animal ramp on vehicle. • Required to manually deploy and return mobile stock control fencing as required • Require to assist with WAL livestock.
Work Station	<ul style="list-style-type: none"> • Work station positioned level with the fixed desk height • Fully adjustable chair provided. • Desk top personal computer and laptop. • Hand held computer device.
Other	<ul style="list-style-type: none"> • Simultaneous talking on the telephone and writing/typing of notes • Frequent manual handling. • Vision requirements – close/distance/colour and ability to adjust focus. • Free of allergies aggravated by animal hair, fur and dust.

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6. Key Selection Criteria

- Post-secondary qualifications (Cert IV or above) in Statutory Compliance or demonstrate previous knowledge and experience in a statutory compliance role.
- Year 12 VCE and/or adequate experience and skills gained through on the job training,
- Experience in customer focused service delivery.
- Proven interpersonal skills and the ability to communicate with the public with an ability to gain cooperation and negotiate successful outcomes with internal and external stakeholders.
- Able to demonstrate self-motivation and self-discipline in work undertaken and an ability to manage time, set priorities, plan and organise work.
- Proven ability to prepare concise, well-structured and grammatically correct correspondence and reports.
- Ability to manage time, set priorities and plan and organise own work efficiently.
- A current Victorian Driver Licence.
- A current Working with Children's Check or to have ability to qualify for a Working with Children's Check within 3 months of appointment to position.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-employment medical check, this check will be organised by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent will be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- The incumbent will be required to conduct enforcement activities throughout the municipality.
- This position requires the employee to participate in reasonable overtime as required by the Team Leader Community Safety or Community Safety Coordinator, some of which may be at short notice. The incumbent will endeavour to make themselves reasonably available for such overtime duty.
- This position requires the employee to assist with the after-hours on call service and overtime as required by agreement with the Community Safety Coordinator.
- Assist as rostered/instructed with the provision of the annual Pet Expo.

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. . Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

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Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact **Michael van Oosterwijck**, Coordinator Community Safety on 9433 3305. Applications can be submitted online at [Nillumbik Website](#) until **10pm (AEDT) Thursday 10 April 2025**.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au