

Position description

Title:	Senior Ranger	Position Number	3015
Classification:	Level 4		
Hub:	Community and Regulatory Services	Program Area:	Regulatory Services
Reports to:	Senior Coordinator Regulatory Services / Senior Coordinator Animal Management		

Our vision and mission

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

Our strategic directions

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

Organisation operating model

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.



Position objective

The main objective of this role is to provide high-level customer service to protect and enhance community amenity and public safety through enforcing relevant legislation, including Darwin City Council By-laws. This position is responsible for investigating and actioning complex customer enquiries and requests for action. This position provides training, guidance, motivation and support to Rangers in the Regulatory Services team.

Key result areas

Corporate identity

- Promote and embody City of Darwin's Vision and Mission.
- Promote and embody City of Darwin's staff values, CARES (**C**ustomer Service, **A**ccountability, **R**espect, **E**xcellence and **S**olidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.



Service delivery

- Undertake investigations and evidence collection, including statements, interviews, inspections, warrants and seizures.
- Prepare briefs of evidence for prosecution, work in conjunction with legal counsel and attend court/provide evidence as required.
- Implement compliance and enforcement activities relating to Darwin City Council By-laws, policies, strategies and plans and support operational personnel to ensure delivery.
- Provide effective and timely responses to public enquiries and complaints regarding illegal camping, sleeping in public places, storing goods in public places, obstruction of public places, activities requiring a permit, animal management related matters and any other matter as directed by management.
- Provide education, assistance and advice to the public on illegal camping, sleeping in public places, storing goods in public places, obstruction of public places, activities requiring a permit, responsible pet ownership and animal management related matters and any other matter as directed by management.
- Keep accurate records, assist in the collation and analysis of data and preparation of draft reports as required by the Senior Coordinator Regulatory Services / Senior Coordinator Animal Management.
- Collaborate and consult with other areas of Council, stakeholders and government agencies in the delivery of effective public places management, education and regulation.

Team support (people and capability)

- Mentor Rangers in the Regulatory Services team by providing training, guidance, motivation and support.
- Assist to maintain a performance based culture through ensuring effective feedback mechanisms are maintained between team members and supervisors.



- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Be flexible and adaptable to working in various work locations throughout the municipality as needed to perform the role effectively.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.
- Actively participate and contribute to team meetings and other relevant forums, events or organisational meetings as required.
- Proactively engage in performance management processes (i.e. probation reviews and annual performance appraisals) as required.

Workplace health and safety

- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems.
- Comply with all CoD Workplace Health and Safety (WHS) policies, procedures, guidance and other-directed requirements.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety purposes.
- Report all accidents, incidents, near misses and hazards immediately.

Position prerequisites

- Possession of a Class C Drivers Licence.
- Possession Working with Children's Clearance or the ability to obtain.
- Certificate IV in Government Investigations or the ability to obtain in 6 months.
- Minimum three (3) years regulatory services experience.
- National Police Records Check.

APPROVED BY:  Digitally signed by
Reece Ravlich
Date: 2025.05.02
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Executive Manager, Regulatory Services

Date: _____

Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____ Date: _____



