

Position description

Title:	Ranger	Position Number	3005
Classification:	Level 2 - Level 3		
Hub:	Community	Program Area:	Regulatory Services
Reports to:	(Senior) Coordinator Regulatory Services/(Senior) Coordinator Animal Management		
Direct Reports:	Nil.		

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, liveable 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 amenities and public safety through enforcing the Local Government Act, Australian Road Rules, NT Traffic Regulations and Council By-Laws.

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 (Customer Service, Accountability, Respect, Excellence and Solidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.

Service delivery

Level 2

- Provide effective and timely responses to public enquiries and complaints regarding parking, domestic animal complaints, unsafe or cluttered premises, abandoned vehicles, anti-social behaviour and other related legislative matters.
- Issue infringement notices using City of Darwin's infringement notice system.
- Implement compliance and enforcement activities relating to City of Darwin's By-laws, policies, strategies and plans; including, Animal Management programs to support City of Darwin's By-laws, policies, strategies and plans.
- Maintain high quality, accurate records and assist in the collation and analysis of data and preparation of draft reports as required.
- Identify and report on issues such as missing or damaged signage, faded line-markings, abandoned vehicles, potholes etc.
- Conduct patrols, as directed, across the City of Darwin to monitor and enforce City of Darwin By-Laws, Australian Road Rules and Northern Territory Traffic Regulations.
- Maintain good relations with the general public and promote City of Darwin's operations in a professional manner at all times.
- Identify and report on anti-social behaviour observed within the municipality.
- Identify and refer vulnerable people for assistance by relevant support services.
- Liaise with Police and other government/public bodies and other Council departments to assist with day-to-day activities as required.
- Provide information, advice and assistance to the public when requested or when such advice/information would be helpful.
- Undertake training as directed or required, in order to continue to develop skills and knowledge relevant to the position relevant disciplines required within the Ranger Services Role.
- Implement other compliance and enforcement activities relating to City of Darwin-By-laws and City of Darwin's policies, strategies and plans as directed.
- Attend court proceedings to appear as a witness and give evidence in any legal proceedings.



- Any other duties consistent with the level of this position.

Level 3:

- Provide effective and timely responses to public enquiries and complaints regarding parking, domestic animal complaints, unsafe or cluttered premises, abandoned vehicles, anti-social behaviour and other related legislative matters.
- Issue infringement notices using City of Darwin's infringement notice system.
- Implement compliance and enforcement activities relating to City of Darwin's By-laws, policies, strategies and plans; including, Animal Management programs to support City of Darwin's By-laws, policies, strategies and plans.
- Maintain high quality, accurate records and assist in the collation and analysis of data and preparation of draft reports as required.
- Identify and report on issues such as missing or damaged signage, faded line-markings, abandoned vehicles, potholes etc.
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- Provide information, advice and assistance to the public when requested or when such advice/information would be helpful.
- Undertake training as directed or required, in order to continue to develop skills and knowledge relevant to the position relevant disciplines required within the Ranger Services Role.
- Implement other compliance and enforcement activities relating to City of Darwin By-laws and City of Darwin's policies, strategies and plans as directed.
- Attend court proceedings to appear as a witness and give evidence in any legal proceedings.
- Undertake investigations and evidence collection, including statements, interviews, inspections, warrants and seizures on a range of issues such as but not limited to animal management, parking control, unsafe or cluttered premises, abandoned vehicle, activities in public places, dumping of rubbish.
- Any other duties consistent with the level of this position.

Team support (people and capability)

- 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 City of Darwin's 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

Level 2:

- Possession of a Class C Drivers Licence.
- National Police Records Check.
- Strong interpersonal communication skills.

Level 3:

- Possession of a Class C Drivers Licence.
- National Police Records Check.
- Strong interpersonal communication skills.
- Certificate IV Government Investigations, **or**,
- A minimum of 2-years' experience working in a front-line service delivery role.

Reece
Ravlich

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Ravlich
Date: 2025.03.12 15:54:26
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APPROVED BY: _____

Date: _____

Executive Manager Regulatory Services

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 _____

