

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 Support Officer
Position Number:	0385
Classification:	Band 4
Tenure:	Temporary Full-time – 28 July 2025 to 10 April 2026
Directorate:	Governance, Communications and Community Safety
Department and Unit:	Community Safety
Reports To (Title):	Community Safety Coordinator
PD approved by (Manager or Director Title):	Manager Community Safety (MRM)
Date approved by Manager or Director:	June 2023
Date approved by HR:	March 2024

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. A focus on customer service and education is key to the successful provision of this service, with a commitment to continuous improvement.

2. Position Objectives

In conjunction with the Community Safety Coordinator, this position is responsible for providing support, including excellent customer experience and administration to the Community Safety team, which includes:

- Animal registration and management system
- Local laws, licensing and permits
- School crossing supervisor program
- Graffiti management

3. Key Result Areas

The following key services are to be supported in conjunction with, and at the direction of the Community Safety Coordinator.

3.1 Customer Service / Administration

- Attend to Community Safety Support telephone and counter enquiries in accordance with Council's Customer First Commitments.
- Enter Customer Service Requests relating to Community Safety support enquiries.
- Work with the Customer Service Unit in developing Council's electronic knowledge base with regards to Community Safety Support processes and assist in cross training of Customer Service staff.
- Assist in the generation and analysis of regular reports and statistics regarding the performance of Community Safety.
- Provide general administrative duties including incoming correspondence tracking and processing, word processing, managing databases, filing, photocopying, mail outs and research and background information on various matters.

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- 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.
- Generate relevant correspondence for signature of Manager Community Safety and/or Community Safety Coordinator.

3.2 Animal Registration System

- Support Councils Animal Registrations and management service in accordance with its legislative requirements under the *Domestic Animals Act 1994* and in accordance with adopted policies and procedures.
- Ensure Council's Animal Registration database is accurate and up to date including entering new registrations, accurately recording animal and owner details and process payment of fees.
- Prepare and distribute Responsible Pet Ownership packs.

3.3 Licensing and Permits

- Entering data and processing Accessible Parking permits as per the Victorian Accessible Parking Permit Scheme.
- Enter data and make assessments of Local Laws permit Applications and maintain all information is true and correct.
- Generate monthly renewal reports for all licensing applications and distribute.

3.4 School Crossing Supervisor Program

- Assist with the management of the School Crossing Supervisor program, including phone calls, diary entries and service requests.

3.5 People, culture, safety, 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.
- Establish working relationships that support a collaborative working environment including fostering and building relationships at all levels throughout the organisation.

3.6 Financial Administration

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation of purchase orders and receipting.
- Raise purchase orders as per request.
- Generate refund requests in accordance with the documented process.

3.7 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness

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- 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

- The role provides excellent customer service and advice to a range of people including residents, pet owners, vets, community groups, builders and other professionals.
- The key feature of these services is to provide accurate information (in accordance with documented procedures), and timely processing (entering data accurately and efficiently) of a range of applications for the best outcomes to ensure a safe community.
- This position plays an important role in providing ongoing administrative assistance to Community Safety Officers, Environmental Health Officers and School Crossing Supervisors.

4.2 Judgement and decision making

- Required to solve problems, using procedures and guidelines and directing more complex matters to professional officers as appropriate. Guidance and advice is always available within the time to make a decision.
- In conjunction with the Coordinator Community Safety, actively participate in the development, implementation and review of procedures and practices relevant to the various functions and services of the team.
- Provide customer service support for professional officers by answering enquiries at the counter and on the telephone and directing more complex matters to other officers as appropriate.

4.3 Qualifications

- Certificate in office administration or similar, and/or experience in an office environment.

4.4 Experience

- Demonstrated ability to work under pressure and be able to implement time management processes and task scheduling.
- Demonstrated ability to work independently, with initiative and work effectively as part of a team
- Experience in customer focused service delivery, and applying problem solving skills and the ability to implement effective solutions.
- Advanced word processing/typing skills and well developed computer literacy and keyboard skills, including skills competency in a Microsoft environment (using Word, Excel and PowerPoint and Outlook).

4.5 Specialist Skills and Knowledge

- Highly developed word processing and data entry skills.
- Understanding of the programs and responsibilities of Council's Community Safety and Amenity teams
- Ability to assess situations and identify when further assistance is required.
- An up to date knowledge and understanding of administrative processes and procedures and relevant software with the ability to apply these principles to the smooth operation of the office.

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- Ability to provide information on policies, procedures and guidelines to external customers.
- Proficient in word processing, databases, document management systems with a high accuracy rate essential.
- Proven customer services skills.
- Demonstrated process improvement skills.

4.6 Management Skills

- Highly developed time management and organisational skills.
- Skills in managing time and planning one's own work.
- Ability to co-ordinate and plan meetings as requested.

4.7 Interpersonal Skills

- Ability to work as an effective member of a team to ensure that the objectives of Council are achieved.
- A commitment to customer service principles and the ability to provide a professional service to a diverse range of clients.
- Ability to quickly understand and implement new ideas, concepts and processes.
- Ability to work in a team environment, gaining and giving both cooperation and assistance to external customers, community groups, members of the public as well as staff throughout the organisation.
- Good problem solving skills in relation to the various administration functions of the unit.
- Ability to communicate effectively with stakeholders, and to be calm under time pressure and in dealing with difficult and aggressive customers.
- Well-developed written and verbal communication skills, promoting a positive and professional image of Council at all times.
- Sound writing skills and attention to detail in the preparation of letters, reports and other documents.

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5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at a desk, work station or in meeting rooms • Driving a vehicle to other locations, as required • Standing and bending • Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none"> • Some handwriting • Some reaching above shoulder and bending below the knee to access files and books • Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none"> • Some twisting, e.g. twisting whilst sat at a desk to access drawers • Bending below the knee
Work Environment	<ul style="list-style-type: none"> • Indoor in an air conditioned office variable conditions when working outdoors • Adjustable Work station • Adjustable chair provided
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none"> • Interacting with internal and external customers • Simultaneous talking on the telephone and writing down of notes • Climbing of stairs between levels (shire office also has a lift available) or to get in/ out of some workplaces.

6. Key Selection Criteria

- Certificate in office administration or similar, and/or experience in an office environment.
- Demonstrated ability to work independently, with initiative and work effectively as part of a team.
- Experience in customer focused service delivery, and applying problem solving skills and the ability to implement effective solutions.
- Demonstrated ability to work under pressure and be able to implement time management processes and task scheduling.
- Developed interpersonal skills and the ability to deal with a range of individuals, members of the public, residents and ratepayers.
- Excellent verbal and written communication skills.
- Demonstrated superior organisational skills and an ability to adapt to and be flexible in regard to changing priorities.
- Advanced word processing/typing skills and well developed computer literacy and keyboard skills, including competency in a Microsoft environment (using Word, Excel, PowerPoint and Outlook).
- Current Victorian driver's licence.

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-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.

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- 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.

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.

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 0425 750 815. Applications can be submitted online at [Nillumbik Website](#) until **10pm (AEDT) Thursday, 10 July 2025**. Apply now - we will be shortlisting as we receive applications and may close the advert early if the position is filled before the closing date.

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.