

POSITION DESCRIPTION

POSITION: Ranger	
DIRECTORATE: City Planning and Communities	GROUP: Sustainable Places
SECTION: Compliance and Regulatory Enforcement	REPORTS TO: Team Leader Rangers and Animal Management Centre
GRADE: E	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No.: Various
DATE: October 2024	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate is focused on planning and providing for a thriving and vibrant regional city with active, connected and engaged communities. The Directorate is responsible for delivering our sporting and cultural facilities, along with providing strong land use planning frameworks to support appropriate development and building activity across the City.



THE GROUP/SECTION

Our Sustainable Places Group is responsible for overseeing the growth and conservation of our City, planning for our coastal areas and enhancing the long term viability of our natural resources. The Group also provides development assessment, building certification as well as regulatory and compliance services for a range of City functions.

POSITION OBJECTIVES

Provide compliance and enforcement oversight of public and private land use to benefit residents and visitors of the City of Coffs Harbour (the City) in the most efficient and effective manner in accordance with the intent of relevant Acts, Regulations and the City's policies.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.



KEY AREAS OF RESPONSIBILITY

Undertake the customer focussed delivery of public and private land use compliance and associated functions including but not limited to incident and complaint management, provision of expert advice, assessment and reporting responsibilities related to:

- Parking patrols
- traffic management
- animal management including but not limited to companion animals, stock control, feral animals, dangerous birds, animal trapping
- unattended property in public spaces
- overgrown land
- unauthorised use of public land including but not limited to A frame signage, hoardings, camping, use of vehicles on beaches
- Undertake investigations, prosecutions and represent the City in legal proceedings when required and act as the City's advocate before the Local Court, Land and Environment Court and in other court matters as directed
- Undertake on-call and week-end work based on a 24/7 roster arrangement including the provision of initial response/investigation to specific identified matters as directed from time to time.
- Issue On the Spot fines for offences of a minor nature. EG: Parking, Dog matters and Littering using the City's Electronic Hand Held infringement devices.
- Assist with animal management duties at the City's Animal Management Centre as directed.
- Assist with the provision of services within your area of key competencies as directed by the Section Leader of Compliance and Regulatory Enforcement.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Group Leader and Section Leaders of the Sustainable Places Group
- Team Leader Public Health and Environment
- Senior Compliance Officer and other Professional Officers in Sustainable Places Group
- City of Coffs Harbour Leadership team

External

- NSW Police
- Transport for NSW
- RSPCA
- NSW Crown Lands
- Office of Local Government
- NSW Parks & Wildlife Service

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, the ordinary hours of work will be between 06:00 and 22:00 Monday to Sunday. Actual start and finish times will be in accordance with the service roster. This includes the requirement to work a minimum of one weekend each month.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- The roster and working arrangements will attract an allowance of 15% in accordance with the Rangers Agreement.
- In accordance with the City's Vehicle and Plant Use Procedure you may be eligible for a vehicle under Council's Take Home provision whilst you are in this position.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, Gordon Street with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate IV or Diploma in Local Government (Regulatory Services) or equivalent industry experience
- Class C Manual Driver's licence
- National Police Check
- National Construction Induction Certificate (White Card)

CAPABILITIES

- Demonstrated experience, typically greater than 5 years' in compliance enforcement of or related discipline.
- Demonstrated experience, typically greater than 2 years' in handling companion animals.
- Demonstrated understanding of the regulatory and compliance environment including its practical application relevant to the position.
- Demonstrated experience in handling stock animals; cattle, horses, goats and other stock animals.
- NSW shooters license or have undertaken an accredited fire arms safety course.
- Demonstrated high level of interpersonal, oral and written communication skills.
- Demonstrated keyboarding skills and high level computer literacy.
- Demonstrated ability and commitment to working in a team environment.

Position Demands Analysis

Ranger

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1 - 22.7kg	1	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	1	Balancing	0
Repetitive Lifting	1	Walking for extended periods	1	Hearing above background noise	2
Pulling Loads > 5kg	0	Walking on uneven ground	1	Depth perception	2
Pushing loads > 5kg	0	Frequent bending / stooping	1	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	3
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	0	Reflective vest	2
Hard hat	0	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure to Q Fever	1
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	1
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	1
Outside work	2	Operating machinery	0	Low light areas	1
Confined spaces	0	Vibration	0	Shift work	0
Working alone	3	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged driving periods > 2hrs	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	0	Violence / aggression from animals / wildlife	1