Mansfield Shire

Position Description

Local Laws Officer



Local Laws Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

Position Number	Classification	Date
53.4	Band 5	March 2024
Unit	**Enquiries**	**Status (FTE)**
Compliance & Local Laws	Coordinator Compliance	Casual

Position Objectives

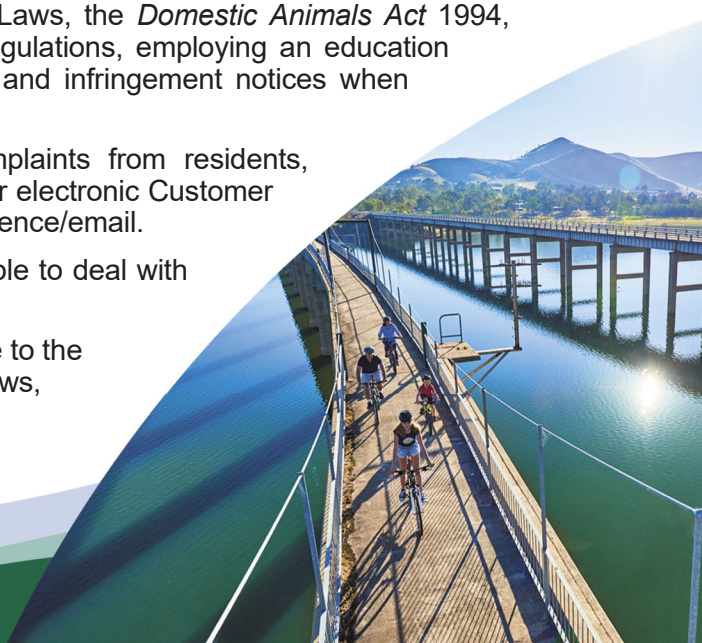
The Local Laws Officer has responsibility to proactively engage with members of the community to ensure compliance with the Mansfield Community Local Laws, the *Domestic Animals Act* 1994, the Mansfield Shire Domestic Animal Management Plan, parking controls and other relevant State legislation.

Council adopts an education first approach to compliance with these various statutes and the Local Laws Officer has the prime responsibility to raise awareness of various rules and regulations within our community.

This position also works closely with the Development Services Administrative Assistant in matters relating to processing permit applications, notification, education, investigation and enforcement actions and with School Crossing Supervisors

Technical Accountabilities

- Maintain a current knowledge of all relevant Acts and Regulations relating to maintenance of community amenity in respect of Local Laws, parking and school crossings management and animal control and domestic animals.
- Undertake regular surveillance creating a strong and positive Council presence in the community.
- Monitor compliance with Mansfield Community Local Laws, the *Domestic Animals Act* 1994, parking requirements and other relevant Acts and Regulations, employing an education first approach and having the skills to issue warning and infringement notices when necessary.
- Proactively respond to requests, enquiries and complaints from residents, customers and staff either personally, by telephone, our electronic Customer Request Management System or by written correspondence/email.
- Confidently handle a wide variety of animals and be able to deal with animal euthanasia.
- Prepare and provide information, advice and assistance to the community in relation to Mansfield Community Local Laws, the Domestic Animals Act and other relevant Acts and



Regulations.

- Assist with the review of Council's Domestic Animal Management Plan, existing policies and procedures in respect of Local Laws, the *Domestic Animals Act* 1994 and other relevant legislation.
- Investigate breaches of the law or local laws and gather evidence in support of prosecutions which may include collating evidence and recommending appropriate action to the Manager.
- Provide relevant information to prosecution officers, Police or Court officers regarding compliance with Local Laws, the *Domestic Animals Act* 1994 and other relevant legislation.
- Assist with the management of files associated with the functions of Local Laws and other relevant legislation.
- Uphold and safeguard standards and processes in respect of the application of Local Laws, the *Domestic Animals Act* 1994 and other relevant legislation.
- Assist with arranging or the provision of backfill for the School Crossings
- Operate and maintain Council's animal pound in accordance with the requirements of the *Domestic Animal Act* 1994 and the current Code of Practice for the Management of Dogs and Cats in Shelters and Pounds and any other relevant standards.

Specialist Knowledge and Skills

Knowledge of:

- A sound working knowledge of how to read and interpret local laws, legislation and regulations.
- Understanding of and experience in investigating possible breaches of legislation and laws, along with procedures for collecting evidence and interviewing relevant parties.

Skills and Competencies

- Animal handling skills.
- Records management skills.
- Experience in using Microsoft Office, emails and electronic customer request management systems.
- Firearms handling and use
- Ability to effectively communicate rules and regulations to a wide vareiety of stakeholders and community members.

Qualifications and Experience

Experience

- Previous experience in a similar position is desirable.

Qualifications

- Current Victorian drivers license.
- Victorian firearm license.
- Cert IV Animal Management and/or Cert IV Local Government Regulatory Services.

Key Selection Criteria

- Demonstrated mediation and conflict resolution skills, with the ability to discuss and resolve problems while promoting a positive image of Council in the resolution of issues and/or in providing advice in difficult circumstances.
- Demonstrated knowledge of the interpretation and enforcement of Local Laws, *Domestic Animals Act* 1994 and other relevant legislation within a Local Government context.
- Demonstrated ability to adopt an education first approach to the enforcement of rules and regulations.
- Demonstrated ability to complete the technical accountabilities together with appropriate experience and a genuine concern for animals and their welfare.
- Attention to detail and a sound working knowledge of the interpretation and enforcement of relevant local government and State legislation.
- Demonstrated commitment to the delivery of quality customer service together with the capacity to work co-operatively and empathetically with a wide cross section of people ensuring that the various activities that members of the community enjoy can be undertaken without inconveniencing or unduly interfering with the right or quality of life of the community in general.
- Sound organisational and planning skills with the ability to work independently and set priorities to meet required timeframes.
- Proficiency in the operation Microsoft Office together with the ability to maintain administrative systems, including electronic record management systems and customer request systems.
- Proficiency with respect to handling and use of firearms particularly for the dispatch of injured animals and wildlife
- Ability to work within a small team as well as broader multi-disciplinary teams on compliance related issues.

Position Descriptors – Band 5

Organisational Accountabilities

- Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices.
- Support organisational development and continuous improvement initiatives within the Council.
- Understand the principles of risk management and their application to all Council activity.
- Provide quality customer service and accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- Provide assistance with Municipal Emergency Services as required.
- Support principles in place to make informed decisions in relation to services and assets considering built, social, economic and natural impacts of service delivery, asset provisions and asset maintenance.
- Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- Be committed to and implementation of the Council Plan and Annual Business Plan of Council.
- Work cooperatively and ensure positive communication and relationships with all staff across all departments.
- Understand the Best Value principles and practices relevant to the Department.
- Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings..
- A commitment to the principles that support the safety and wellbeing of all children

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- Community and Corporate Services Directorate
- Infrastructure and Planning Directorate
- People and Culture Department
- Communications

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

Extent of Authority

- Freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to the department manager.
- Accountable for the quality, effectiveness, cost and timeliness of programs, projects or workplans

Judgement and Decision Making

- Work generally falls within specific guidelines, but with the scope to exercise discretion in the application of established standards and procedures.
- Problems are occasionally of a complex or technical nature with solutions not always related to previous situations and some creativity and originality is required.
- The effect of decisions or actions is usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.
- Objectives of the work are usually well defined, but incumbent must be capable of selecting from the methods, processes or equipment available.
- Must be able to quantify the resources required and guidance and advice is usually available within the time available to make a choice.

Management Skills

- Skills in managing time, setting priorities, planning and organising one's own work.
- Supervision skills to establish and maintain productive relationships with staff, community internal and external stakeholders.
- Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety, training and development.
- Apply initiative and innovative thinking to organisational problems.
- Achieve annual strategic performance objectives set for the position.

Interpersonal Skills

- Well-developed oral and written communication skills.
- Sound report writing skills.
- Ability to work independently.

How to apply

1. **Cover letter**
Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.

2. **Key selection criteria**
Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.

3. **Resumé**
Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you areapplying for with emphasis on the skills and experience that directly relate to the role.

4. **Submit your application by the closing date**
Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Michael Richards, Coordinator Compliance on (03) 5775 8536

More detailed information on how to apply is available at
mshire.co/applicant-information
including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:		Employee's Signature	
Date:	23 March 2024	Employee's Name	Date: / /

Mansfield Shire