



Collaboration



Communication



Integrity



Efficiency



Leadership

Position Title	Compliance Officer (Animal Management)				
Department	Planning and Regulatory Services	Branch	Compliance		
Section	Animal Management	Instrument	Officers Certified Agreement	Level	1-4

Our Purpose	Together we proudly enhance the quality of life for our community.				
Our Values	Collaboration	We work together towards a common purpose and understand every employee plays a role in our success.			
	Communication	We communicate openly and ensure diverse voices are being heard and valued.			
	Integrity	We have a professional and respectful workplace and are motivated by public rather than private interests. We inspire others to act ethically.			
	Efficiency	We provide enhanced service to the people of Ipswich and we aim to get it right, first time.			
	Leadership	We engage the heads, hearts and hands of our people to achieve our purpose. Recognition is part of our every day.			

ABOUT IPSWICH CITY COUNCIL

Neighbouring Brisbane, Queensland's capital, Ipswich is the state's fastest growing area and oldest provincial city. It is a dynamic blend of rich heritage, proud communities, diverse landscapes, and lively energy all contributing to a region full of liveability and opportunity.

Ipswich City Council employs more than 1,500 people and promotes a workplace culture built on our communication, collaboration, integrity, efficiency, and leadership values. Council teams operate across various industries delivering a wide range of services to the community.

PURPOSE OF THE POSITION

Provision of proficient and effective technical support in relation to community compliance, licensing and investigation to the Animal Management Section in order to achieve Council's Corporate Plan intended outcomes, in particular those relating to the key themes contained within the Department's Health and Amenity Plan.

Contribute to the development of a strong customer service culture within the Animal Management Section in a confidential, coordinated, timely and professional manner.

REPORTING LINE

This position reports to Compliance Officer (Animal Management).

ACCOUNTABILITIES

1. Investigate and advise on community compliance and licensing issues in accordance with adopted policies and procedures.
2. In conjunction with senior staff, compile and update procedures for branch technical practices to reflect changes to legislation and best practice within the community compliance, licensing and investigation operational areas.
3. Compilation and presentation of reports associated with Branch functions.
4. Assist staff with on-the-job training.
5. Provision of proficient and effective technical support to the various Branches and Sections within the Department in order to achieve program aims and objectives.
6. Provide telephone, site based and counter reception services in a highly customer focussed manner.
7. Process applications for permits and licences and requests in accordance with adopted policies and procedures.
8. Promote compliance with legislation and Council Laws and Regulations through various options including the presentation of education programs at public forums.
9. Inspect properties and liaise with property/animal owners with respect to the compliance of minimum standards in relation to Health and Safety.
10. Investigate alleged breaches of legislation and complaints, enforce legislative requirements in accordance with departmental procedures and policies, and prepare documentation such as notes and reports which may result from inspections or investigation of complaints in regard to breaches of appropriate legislation (providing evidence in court as required in relation to matters investigated).
11. Other Duties:
 - Perform any other duties that are reasonably within the competency, skills and training of incumbent as may be directed from time to time by the positions supervisor.
 - Provide back-up and support for other teams.

QUALIFICATIONS

Mandatory:

- Current "C" class Driver's Licence.

Desirable:

- Level 3: Certificate IV qualification in a relevant field or equivalent with significant experience.
- Level 4: Diploma qualification in a relevant field or equivalent with significant experience.
- Animal handling experience highly regarded.

SELECTION CRITERIA

1. Sound oral and written communication skills to process administrative work, facilitate community engagement to diplomatically deal with members of the public, clients and other Council Officers.
2. Sound knowledge of operating a personal computer and other electronic devices.
3. Sound experience in Local Law enforcement and interpretation including the ability to apply laws reasonably in an outcomes and education focussed manner.
4. Sound knowledge of Local Laws, work practices, policies and procedures relating to the work area.

5. Ability to work unsupervised following directions of daily work routines and exercise sound judgement.
6. Ability to contribute to a multidisciplinary team within an environment of rapid change and to set work priorities, monitor work flows and initiate work autonomously.

GENERAL

This position description reflects a summary of the key accountabilities of the position, it is not an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties that are reasonably within the scope of the officer's skills, competence and training.

Advancement between levels in this position is not automatic but is subject to the attainment of predetermined levels of achievement and competence. The attainment of these levels shall be by the approval of the General Manager (Planning and Regulatory Services).

The occupant of this position may be required to work on a flexible roster requiring normal duties to be performed on Saturdays and/or Sundays.

May be required to perform after-hours work as directed.

May be required to receive vaccinations to provide appropriate protection within the position.

CORPORATE EXPECTATIONS

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities;
 - Report any new work hazard(s) to your supervisor;
 - Undertake work only for which you are competent and skilled;
 - Question any actions or decisions that you think are unsafe;
 - Follow documented work instructions, control measures and procedures;
 - Actively participate in all training provided;
 - Correctly use and maintain PPE provided
 - Protect yourself, your colleagues and others;
 - Consider safety every day.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.