

Position:	Ranger
Agreement:	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
Award Classification:	Band 5
Division:	Community Safety
Unit:	Ranger Services
Date Reviewed:	June 2024
Approved By:	General Manager Community Safety
Current Incumbent:	Vacant

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

POSITION OBJECTIVES

- Provide ranger services and great customer service within the municipality.
- Be an effective participating member of the Ranger Services team.
- Effectively and efficiently implement, administer and enforce relevant Local Laws, Acts, and Regulations.
- Build community relationships by promoting, and providing guidance, support, education and advice regarding relevant Local Laws, Acts, and Regulations.

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

surfcoast.vic.gov.au

ORGANISATIONAL RELATIONSHIPS

Reports to: Team Leader Ranger Services

Supervises: Nil

Internal Relationships: All employees and Councillors

External Relationships: General public, government departments and agencies, referral authorities, legal and other professionals, consultants, local authorities, Magistrates Court and the Police.

Position description

KEY RESPONSIBILITIES	MEASURABLE OUTCOMES
<p>Ranger Services</p> <p>Regularly patrol the municipality (including on foot) and provide a visible community presence.</p> <p>Proactively inform and educate the community regarding relevant Local Laws, Acts and Regulations.</p> <p>Effectively, efficiently and pro-actively enforce relevant Local Laws, Acts and Regulations.</p> <p>Ensure parking space turnover and the effective operation of the Disabled Parking Scheme.</p> <p>Problem solve and mediate disagreements as required.</p> <p>Follow up all enquiries and complaints in a timely, courteous, and professional manner.</p> <p>Issue infringement notices according to relevant legislation, policies and procedures.</p> <p>Conduct interviews and obtain admissible statements.</p> <p>Prepare briefs of evidence and other legal documentation to enable prosecution of various matters.</p> <p>Attend court to give evidence.</p> <p>Liaise with the community to understand current public safety and compliance issues and identify service improvement opportunities.</p> <p>Participate in the Ranger Services ‘call-out’ roster (including overnight, weekends and public holidays as rostered).</p> <p>Assist with the humane and compliant operation of Council’s Pound.</p> <p>Assist with the delivery of the DAMP annual action plan as required.</p>	<p>Time taken to respond to animal management requests < 1day*</p> <p>Infringement Notice targets met.</p> <p>CRMs responded to within promised timeframes.</p> <p>CRMs closed within promised timeframes.</p> <p>Feedback provided to all complainants (close the loop).</p> <p>* Reported in the annual Local Government Performance Reporting Framework.</p>

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

Position description

Management

- Effectively plan and manage own work.
- Build productive internal and external relationships.
- Provide great customer service.
- Contribute to a positive team culture.
- Safely supervise school crossings, and school crossing staff as required.

General Responsibilities

- Participate as an effective member of the Community Safety Division.
- Work effectively with internal and external stakeholders.
- Adhere to established policies and procedures.
- Prepare correspondence and reports as required.
- Perform other relevant duties and responsibilities as required.

Risk Management and Workplace Health & Safety

- Observe safe work processes in accordance with training and instruction given and report any risks to immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person-specific.
- Participate in the consultative processes provided by the organisation.

Fraud and Corruption

- Ensure Council's Fraud & Corruption policy, program and the application of sound fraud & corruption management practices within the workplace and community are observed and complied with at all times
- Maintain awareness and keep updated with relevant training around fraud and corruption to ensure all staff meet the obligations of their role and fulfil their responsibilities in relation to fraud and corruption.
- Participate in Fraud & Corruption training provided by the organisation.

Reporting and correspondence targets met (timeframe and accuracy).

Risk, hazards and incidents are reported in a timely manner using the correct channels of communication.

Ensure that work practices are conducted in line with Council's WHS and Risk management policies, practices and relevant legislation.

Potential breaches and incidents are reported in a timely manner using the correct channels of communication.

Work practices are conducted in line with Council's Fraud & Corruption policy.

Position description

Record Keeping

Understanding records management obligations and responsibilities.

Making and keeping accurate and complete records of business activities and decision making.

Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.

Ensuring the quality and accuracy of the data used or entered on Council databases and systems.

Position description

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Accountable for administration of the requirements of Council's Local Laws, Animal Control, Parking Control and Laws applicable to the position.
- Accountable for making decisions within the limits of authority delegated from time to time by the Council.
- Accountable for the confidentiality of all documents within the control of the position.
- Accountable for recording results of inspections and breaches of legislation.

JUDGEMENT AND DECISION MAKING

- The nature of the work is specialised with methods, procedures and processes guided by a combination of legislative rules, precedents and established practices and guidelines. The incumbent is also encouraged to develop and improve new methods and techniques.
- Exercise judgment in relation to the risks and requirements associated with scope of Enforceable Local Law requirements.
- Make decisions with the limits of delegated authority from the Surf Coast Shire.
- As a member of a professional specialist team, the incumbent uses discretion in the provision of information to complainants, agencies, legal practitioners and authorities and members of the public, which may have legal ramifications.
- Assistance and guidance is always available.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge in State or Local Law Enforcement.
- Knowledge in Animal Control including control of livestock.
- A broad knowledge of municipal requirements under the Local Law.
- Knowledge of the relevant legislation including the Road Safety Act, Domestic Animals Act, Prevention of Cruelty to Animals Act and The Environmental Protection Act.
- Analytical and problem solving skills and a demonstrated ability to produce comprehensive and accurate reports and briefs of evidence.
- Well-developed IT skills across a range of software applications including the Microsoft Office Suite.
- Demonstrated knowledge and understanding of legislation relevant to the position.

MANAGEMENT SKILLS

- Skills in managing time, planning and organising own work.
- Able to provide supervision and on-the-job training.
- Able to implement OH&S when supervising school crossing staff.

INTERPERSONAL SKILLS

- Ability to work as part of a team environment, and to support and assist other team members.
- A demonstrated ability to communicate information in a friendly and articulate way to members of the public who may at times display challenging or aggressive behaviour.
- An attitude of corporate commitment and good appreciation of the importance of optimising customer service.
- Ability to deal with a wide range of people to resolve disputes and achieve satisfactory outcomes to complaints and enquiries.
- Ability to liaise with, and gain the co-operation of, members of the public, other Government Departments and staff to resolve issues and achieve the aims of the unit and Council.

EQUAL OPPORTUNITY STATEMENT

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

CHILD SAFE STANDARDS

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

KEY SELECTION CRITERIA

MANDATORY QUALIFICATIONS AND EXPERIENCE

- Proven ability to provide Ranger Services (Certificate IV in Animal Management/Local Government/Statutory Compliance or similar, and/or relevant experience).
- Proven ability to become an effective member of the Ranger Services team.
- Ability to build and maintain productive relationships and provide great customer service.
- Ability to effectively deal with conflict and difficult situations.
- Ability to work under pressure and achieve targets.
- Current Victorian driver's licence.
- You have the right to live and work in Australia.
- A current WWCC.
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council). A complete international criminal history check is required if the person has worked or lived overseas for any period of time OR a complete national criminal history check is required if the person has only ever worked in Australia.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

- Experience in Local Government.
- Ability to obtain a Victorian Firearm Licence.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.