Bayside Council
Serving Our Community

Position Description

Ranger

Position profile

| Business Unit	Compliance & Certification	Position number	P10358 P10359 P10360 P10361 P10362 P10363
Department	City Life	Status	Full Time Permanent
Salary group		Date Endorsed	2 November 2020
Reports to	Coordinator Regulations		

Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.
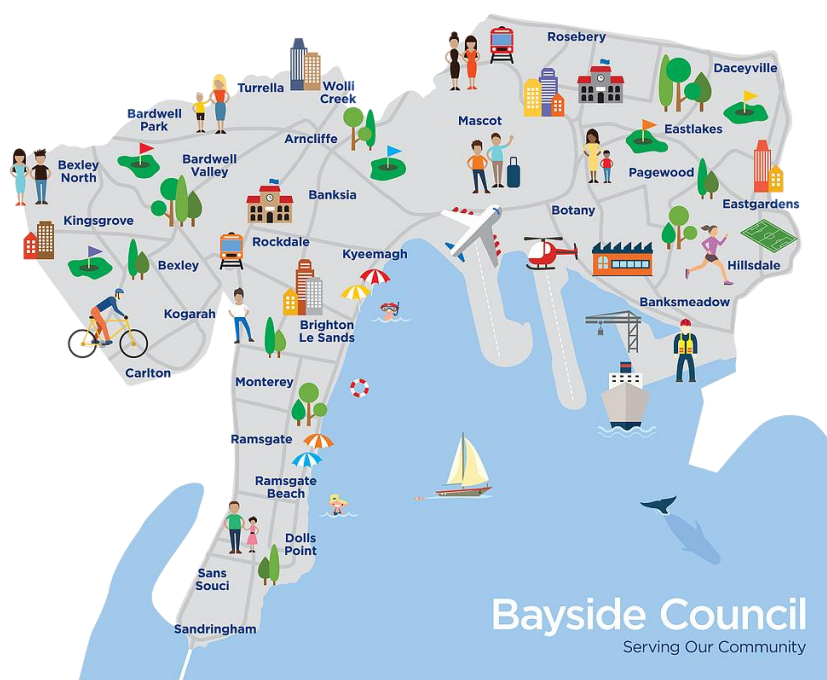
Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership -** We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People -** We are courageous and innovative -   committed to making a difference in our work
- **Meaningful Relationships -** We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service -** We go above and beyond – delivering an outstanding customer experience every time

Primary purpose of the role

Provide enforcement of various laws and regulations in the Bayside LGA that Council has responsibility to enforce.

The role is responsible for investigating complaints regarding breaches of laws and regulations.

Key accountabilities

Within the area of responsibility, this role is required to:

- Investigate breaches relating to various statutes such as the Companions Animals Act 1997, Protection of Environment Operations Act 1997, Road Rules 2014, the Impounding Act 1993, Local Government Act 1993 and the Environmental Planning & Assessment Act 1979.
- Take enforcement action and issue penalty notices and orders with respect to identified breaches such as parking and animal control.
- Respond to complaints in relation to breaches of legislation and regulations and provide timely responses and solutions in line with Council's enforcement policy.
- Undertake routine patrols of Council public land and facilities to monitor and regulate breaches.
- Respond to community enquiries and provide education and information on a range of Council matters and activities.
- Liaise with relevant authorities in emergency and public safety situations to assist with matters that cross jurisdictional boundaries.
- Liaise with community and other groups to raise awareness of Council organisational priorities that enhance community well-being.
- Ensure all stakeholder engagement activities align with Bayside Council organisational direction, strategy and plans and meet the needs of the local community.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Providing consistency in law enforcement to keep people safe, with the opportunity for the community to maintain their lifestyle and enjoyment of the local area.
- Identifying and resolving issues in a timely manner to maintain a quality service and a positive customer experience.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.
- Maintaining up to date knowledge of statutory and policy changes applicable to team enforcement activities.

Role Dimensions

Decision Making

- The role is responsible for delivering enforcement activities, on time, and to meet expectations in terms of quality, deliverables and outcomes.
- Accountable for implementing the decisions made by the governing body, General Manager and Directors of Council.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day priorities in line with agreed team work and Council plans.

Essential Requirements

- Minimum school certificate and/or experience in a relevant field.
- Current Driver's Licence Class C.
- Work on call after hours as required.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

Corporate Obligations

Employees	Nil
Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	**Workers** have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities: • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. **INDOOR EMPLOYEE:** To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including: • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.

Records Management	Comply with Council's Records Management policies, procedures and guidelines.
Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)	
Does this position fall under the definition of child related employment?	**No**
Does this position require incumbent to undergo criminal reference check?	**Yes**
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	**Yes**
Specify licence: Class C Drivers Licence	**Yes**
Will incumbent need to make disclosure of pecuniary interest?	**Yes**
Could there be a conflict of interest with secondary employment?	**Yes**