



Murrindindi
Shire Council

Position Description

**Community Safety
Officer**

Professionalism Integrity Accountability Empathy



Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.

We focus on growing our business opportunities.

Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE

Community Safety Officer

JOB NUMBER

350

CLASSIFICATION

Murrindindi Council Enterprise Agreement
Band 5

SIGNED _____

GROUP

Community & Development

DEPARTMENT

Development Services

APPROVED BY

Manager Development Services

DATE

January 2025

Position Overview and Objective

The Community Safety Officer is responsible for responding to community concerns, investigating complaints and gaining compliance with the Local Laws and relevant State Government Acts and Regulations. They actively contribute to the focus of the Community Safety Unit to facilitate proactive education and compliance.

Key Responsibilities

1. Administer and enforce Council's Local Laws and associated regulations in a manner that is fair, courteous and consistent.
 - *Make necessary referrals to assist in the resolution of issues particularly where vulnerable people are involved.*
 - *Competent animal handling to assisting with impounding stray stock or domestic animals at large within the Shire.*
 - *Ensure accurate records/notes of key interactions are maintained.*
2. Understand and implement relevant statutory legislative requirements ensuring all responsibilities and functions are carried out accordingly including:
 - *Domestic Animals Act 1994* including the following up of dog and cat registrations.
 - *Impounding of Livestock Act 1994* to ensure roads are free from wandering stock.

- *Road Safety Act 1986* & associated regulations this includes the management and issue of parking infringements.
 - *Litter Act 1987*.
3. Assist in providing Council's emergency 'after hours' call-outs service.
 4. Assist in maintenance of the Council's pound facilities and ensure their good upkeep.
 5. Liaise with Victoria Police and the Department of Energy, Environment and Climate Action (DEECA) relating to enforcement of local laws and legislative requirements.
 6. Assist the Municipal Fire Prevention Officer (MFPO) in the delivery of the annual Fire Prevention Program.
 7. Provide high quality customer service and assistance to external and internal parties, with ability to calmly resolve disputed issues.
 8. Willing and able to participate in:
 - Overtime and after-hours call outs as rostered or directed to meet operational needs.
 - Assistance in the operation of school crossings when required.
 - Emergency Management response, relief and recovery, as directed, to meet operational requirements.

Organisational Relationship

Reports to: Coordinator Community Safety

Supervises: Nil

Internal Relationships: Development Services Department
School Crossing Supervisors
Customer Service
Tourism & Events team

External Relationships: Country Fire Authority
Victoria Police
Environment Protection Authority
Department Jobs Precincts and Regions
Department Energy Environment & Climate Action
Agriculture Victoria

Key Selection Criteria

- A Certificate IV level qualification in Statutory Compliance or Animal Welfare, and / or experience in a similar role and knowledge of relevant legislation.
- Demonstrated knowledge and expertise in relation to Council's Local Laws.
- Demonstrated customer service experience and strong interpersonal skills.
- Demonstrated initiative, innovative thinking and accountability.
- Competent and confident in animal handling of both domestic and farm animals maintaining personal safety and animal welfare.
- High level time management skills as well as excellent written and verbal communication skills, with the ability to liaise with both internal and external stakeholders in a confident and professional manner.
- Firearms Licence – (This is a requirement of the position and assistance will be provided to obtain the licence, if no licence currently held)

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	"All" employee
Drivers Licence / Ability to travel	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
Physical Requirements	This role has specific physical requirements which may include a level of physical fitness or ability associated with tasks. May include manual handling activities, lifting of weights, bending, twisting, working at height, operating specialised equipment.
Psychological Requirements	All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control. In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters
Checks	Police / Criminal Record Check Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position. Evidence of rights to work in Australia Required Working with Children Check Required to perform role due to direct work with children
Matters relevant to the above checks	Works with children / has access to child information
Information Technology Literacy	Well-developed knowledge and experience in computer literacy, using Microsoft Suite and other computer programs relevant to the position.
Work location conditions	Onsite with Limited Hybrid - role is required to be performed on site (due to business needs and/or customer contact requirements). Limited access to hybrid arrangements as agreed with Manager
Outside ordinary hours of work	Role is rostered and requires availability to work on call, outside or after-hours work or on weekends/public holidays
Qualifications / Registrations / Licences / Memberships	Firearms Licence (either currently holds or is willing and able to obtain if required)

Band 5

<p>Accountability and extent of authority</p>	<ul style="list-style-type: none"> • Provide advice to or regulate clients and give support to more senior employees. • If appropriate, supervise resources, other employees or groups of employees and achieve clear objectives and/or budgets, frequent prior consultation with more senior employees and regular reporting to ensure plans are met. • Where providing specialist advice to clients or to regulate clients, undertake role with close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
<p>Judgment and decision making</p>	<ul style="list-style-type: none"> • Work to well defined objectives by selecting from a range of alternative methods, technology, processes or equipment. • Solve problem using procedures and guidelines and apply professional or technical knowledge, or knowledge acquired through relevant experience. • Occasionally resolve problems of a complex or technical nature with solutions not related to previously encountered situations Apply creativity and originality where required. • Guidance and advice would usually be available within the time required to make a choice.
<p>Specialist knowledge and skills</p>	<ul style="list-style-type: none"> • When supervising others, have a thorough understanding of the relevant technology, procedures and processes used within the operating unit. • When interpreting regulations (as a specialists or employee) have an understanding of the underlying principles involved as distinct from the practices. • Understand the role and function of the senior employees to whom support is provided, an understanding of the long term goals of the work unit and an appreciation of the goals of the wider organisation. • Understand the function of the position within its organisational context, including relevant policies, regulations and precedents.
<p>Management skills</p>	<ul style="list-style-type: none"> • Manage time, set priorities and plan and organise own work and that of supervised employees to achieve set and specific objectives. • Set objectives in the most efficient way possible within the resources available and within a set timetable. • Understand and implement basic human resource policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
<p>Inter-personal skills</p>	<ul style="list-style-type: none"> • Gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of other employees where appropriate. • Write reports in field of expertise and/or to prepare external correspondence.
<p>Qualifications and experience</p>	<ul style="list-style-type: none"> • Degree or diploma course with little or no relevant work experience • May also have less formal qualifications with relevant work skills • Or may have relevant experience and work skills commensurate with the requirements of the work in this Band.

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council's values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



Murrindindi
Shire Council