



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Community Safety Officer
<b>DIRECTORATE:</b>	Governance and People
<b>AWARD/AGREEMENT:</b>	TOC Enterprise Agreement 2017 (and any subsequent Agreement)
<b>CLASSIFICATION OF POSITION:</b>	Level 7 (7 day a week position)
<b>POSITIONS UNDER DIRECT SUPERVISION</b>	Nil
<b>REPORTS TO</b>	Manager Community Safety

### ORGANISATIONAL CONTEXT OF POSITION

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 9600 people and is located in the picturesque western suburbs of Perth, Western Australia.

The Town has five key goals: Liveability, Prosperity, People, Environment and Governance & Leadership.

### ORGANISATIONAL MISSION

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### ORGANISATIONAL VISION

Claremont will develop as a harmonious cosmopolitan Town, creating opportunities for community wellbeing and business prosperity: while respecting and celebrating the past.

### ORGANISATIONAL VALUES

Respect. We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.

Integrity. We are open, accountable and honest.

Quality Communication. We demonstrate our respect for our community and each other through timely, accurate and understandable communication.

Customer Service. Every contact with a customer is important and an opportunity to demonstrate our commitment.

Excellence. Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

The Community Safety Officers are responsible for enforcing local laws in relation to Ranger and Parking related duties as well as providing a mediation role to assist the business community, locals and visitors to Claremont.

## KEY OBJECTIVES OF THIS POSITION

### Objective 1: Legislative Enforcement

- Carry out regular patrols and inspections for the purpose of enforcing the Town's Local Laws (including Dog Law 2012, Parking Local Law 2016) and Statutory Obligations (including the *Dog Act 1976*, *Cat Act 2012*, *Litter Act 1979*, *Local Government Act 1995*, *Control of Vehicles (Off-road areas) Act 1978*, and *Bushfires Act 1954*).
- Wear and operate Body worn cameras in compliance with the Towns' Policy, procedure and guidelines.
- Issue infringement notices where offences contrary to legislation are detected.
- Patrols of thoroughfares, removing impediments to safe vehicle and pedestrian traffic caused by unlawfully parked vehicles or other unauthorized obstructions.
- Report any missing or damaged signs or damage to any Council property.
- Ensure that all graffiti is recorded and reported in accordance with the Towns' Policy, procedure and guidelines.
- Impound vehicles in breach of *Local Government Act 1995* and Parking Local Law 2016. Maintain the impound register to track the auction of vehicles.
- Ensure security of the Town administration building and perform other security patrols of Council buildings and reserves and within the Town of Claremont as required.
- Assist with planning, organising and administration of large-scale special events held within the Town of Claremont.
- Be available for on call duties as required.
- Be available to attend Court as a witness as required.
- Carry out other duties as requested by the Manager Community Safety and Rangers which may be reasonably expected within the scope of the classification level and skill base of the employee.

### Objective 2: Animal control and management

- Patrols of reserves and public places, impounding stray or nuisance animals and livestock.
- Ensure that all animals are impounded or delivered to their owners in accordance with the Towns' Policy, procedure and guidelines and legislative requirements.
- Maintain animal Impoundment register accurately.

### Objective 3: Education

- Participate in and promote education and public awareness programs relevant to areas of job activity.
- Maintain the availability of public information bulletins/brochures, publicity material and educational programs.
- Liaises with police, community groups and schools on matters consistent with the objectives of this position.

### Objective 4: Customer Service

- Deal promptly, impartially, empathically and efficiently with customers.
- Oversee prompt investigation and resolution of complaints.
- Be helpful, courteous and maintain good relations with the general public and promote Council's operations.

### Objective 5: Administration

- Ensure Records are managed in accordance with the *State Records Act 2000* and the Towns policies, procedures

and guidelines.

- Maintain accurate information and keep general correspondence and file notes up-to-date.
- Maintain Electronic Document Management (CM9) and Customer Request Management (CRM) System (Authority), monitor workflow and own performance.
- Carry out other administrative duties as requested by the Manager Community Safety and Rangers which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 6: Occupational Health & Safety (For all Staff)**

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

**Objective 7: Corporate Responsibility (For all Staff)**

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town of Claremont Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 8: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks by reviewing processes using the Town's process improvement software.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

**SELECTION CRITERIA**

**Essential**

- Completion of Municipal Law Enforcement A & B, with completion of or progress towards Regulatory Officer Compliance Skills (ROCS) 'Part 1 & 2'
- Possession of Current Western Australian "C" Class Drivers licence.
- Well-developed verbal and written communication skills.
- Well-developed interpersonal skills and experience liaising with the public.
- Working knowledge of *Dog Act 1976, Cat Act 2012, Litter Act 1979, Local Government Act 1995, Control of Vehicles (Off-road areas) Act 1978, and Bushfires Act 1954.*

- Ability to work independently and demonstrated ability to work in a team environment.
- An ability to follow directions and procedures within minimum supervision.
- Sound computer and technology skills including MS Office.
- Sound organisation and record keeping skills.
- Ability to work some weekends as per rosters.

**Desirable**

- Experience in animal handling.
- Traffic management experience.
- Current first aid certificate.
- Previous experience in local government Ranger and/or Parking services or similar duties.
- Knowledge of and previous experience with Fines Enforcement Registry (FER).
- Knowledge of and previous experience with Customer Request Management (CRM).

**REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

**PROBATION**

Unless otherwise stated in a Letter of Offer, the filling of this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed. Note: Permanent employment is subject to confirmation of the identified requirements above.

**SIGNATURES:**

<b>Approved</b>	<b>CEO</b>			<b>Date:</b>	
<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	