



POSITION TITLE	Compliance Officer – Ranger Trainee
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 3
DIRECTORATE	Statutory Services
BUSINESS UNIT	Compliance
REPORTS TO	Team Leader Compliance
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time – Fixed Term
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Under the guidance of senior team members, the Trainee Compliance Officer - Ranger will assist in educating the community about Local and Victorian Laws, learn to administer statutory requirements under relevant Acts, and support compliance activities through observation and supervised practice.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is primarily developmental, with actions closely monitored and supervised by senior team members. The trainee will gradually gain experience in compliance and enforcement tasks while adhering to established standards, procedures, and council policies.

Duties

- Shadow senior officers during patrols and compliance activities, gaining practical experience in:

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Animal control and enforcement of the Domestic Animals Act 1994.
- Local law enforcement, including handling abandoned vehicles and signage issues.
- Traffic and parking supervision, including assisting with investigations of parking breaches.
- Fire prevention activities under the supervision of experienced staff.
- Assist with public education initiatives, including distributing educational materials and engaging with the community.
- Support administrative tasks, including maintaining accurate records and preparing reports under supervision.
- Participate in training programs related to legislative requirements, conflict resolution, and animal handling.

General

- Perform other duties as directed by the Team Leader Compliance that are commensurate with the level of skills and nature of the position.
- Assist with school crossing supervisor duties as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviors indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Manage time effectively by staying organised and prioritising daily and weekly activities.
- All decision-making will occur under the direct guidance of senior staff. As skills develop, the trainee may be granted limited discretion within defined procedures.

SKILLS AND KNOWLEDGE DEVELOPMENT

- Gain practical experience in compliance and enforcement.
- Develop knowledge of relevant legislation and regulatory practices.
- Enhance communication and interpersonal skills through on-the-job training, interacting with the public and team members

MANAGEMENT SKILLS

- Good time management skills.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees) in the administration of extremely well defined activities.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- No prior experience is required.
- A willingness to undertake formal training, such as a Certificate IV in Animal Management and Certificate IV Government Investigations is essential.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current Working with children check

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

Our ideal candidate will be able to show us the following.

1. Demonstrated enthusiasm for gaining new skills and knowledge, particularly in compliance, animal management, and regulatory practices.
2. Commitment to completing relevant training, such as a Certificate IV in Animal Management, during the traineeship.
3. Strong listening skills with the capacity to follow instructions and convey information clearly.
4. Basic problem-solving skills and the ability to follow structured processes when addressing issues.
5. Proactive in seeking guidance and opportunities to build knowledge and experience.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY				
				R	O	F	C	
Civic Services Officer - Ranger	Animal Control. Will also: - Educate the community in relation to Local and Victorian Laws. - Administer the statutory requirements prescribed by relevant Acts. - Provide regulatory role when required.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours. Capacity to alternate postures regularly Capacity to walk on even / uneven ground / sloped surfaces. Ability to work with unpredictable animals of all sizes from stock to domestics pets. Capacity to climb fences and steps (including curbs) on rare occasions. Capacity to lift up to 30 kilograms between ground and waist height occasionally. Capacity to carry up to 10kg over a distance up to 50 metres occasionally. Capacity to carry appropriate equipment during shift. Capacity to push and pull up to 50 kilograms over a distance up to 50 metres. Eg using a catcher's pole. Ability to work at low levels with need to kneel or squat. Adequate movement through the lower back (including flexion, lateral flexion, and rotation) Capacity to reach between ground and head height. Adequate level of physical fitness required Hand grip and dexterity Capacity to drive company vehicle for periods of up to 2 hours. Use of phones, printers, photocopiers, computers, tablets, and relevant IT systems Ability to provide advice regarding matters of policy, law, or procedure to clients, colleagues, members of the public, tribunals, or external organisations. Ability to liaise with staff of all levels both internally and externally. Ability to resolve disputes, manage conflict and converse with disgruntled or abusive people Ability to maintain professional relationships with community members, external agencies, neighbouring councils, emergency services, and state / federal government departments. 	Sitting			X		
			Standing		X			
			Walking		X			
			Lifting < 30kgs		X			
			Carrying		X			
			Pushing			X		
			Pulling			X		
			Climbing	X				
			Bending			X		
			Twisting			X		
			Squatting			X		
			Kneeling			X		
			Reaching			X		
			Fine motor			X		
			Neck postures		X			
			Accepting instructions					X
			Providing instructions			X		
			Sustained concentration				X	
Major decision making			X					
Complex problem solving			X					
Supervision of	X							

- Possess strong interpersonal communication, organisational, and time management skills.
- Adaptability and flexibility in work role – may be required to assist with other roles within department.
- Ability to work both independently and in a team environment.

others				
Interaction with others				X
Exposure to confrontation			X	
Respond to change				X
Prioritisation				X