

## PROGRAM LEADER – COMMUNITY COMPLIANCE

### POSITION DESCRIPTION

<b>Position Title</b>	Program Leader – Community Compliance
<b>Directorate</b>	Community Services
<b>Department</b>	Community Education & Compliance
<b>Position No.</b>	64,520.00
<b>Classification</b>	Level Six (6) – Level Seven (7)
<b>Awards Stream</b>	Queensland Local Government Industry (Stream A) Award - State 2017
<b>Reports To</b>	Manager Community Education & Compliance
<b>Last Review Date</b>	March 2026

### ORGANISATION SUMMARY:

<b>OUR VISION:</b>	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
<b>OUR GOAL:</b>	To pursue long-term sustainable futures for Isaac's communities.
<b>OUR VALUES:</b>	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

### DEPARTMENT SUMMARY:

The purpose of Community Education and Compliance Department is to ensure the community is aware of both the rules that apply throughout the Region and for which Council has a regulatory or enforcement function and the reasons for them. A second Departmental purpose is to apply regulatory effort in line with Council Policy to reasonably ensure, according to context, that the community operates within those rules.

## POSITION SUMMARY:

Program Leader – Community Compliance is to serve the community in the protection of amenity and safety within the Isaac Region through the administration of Local Laws and State legislation, through the investigation of breaches, educating customers, taking enforcement action, and ensuring quality customer service.

This position is required to undertake (a) frequent travel by motor vehicle for patrols of the region with accommodation provided by Council often unaccompanied and through remote and isolated areas (b) Work on a rostered basis to provide after hour services and animal care at council's Animal Management Centre(s).

## DUTIES:

1. Coordinate and supervise Council's Local Laws and Animal Management compliance team in their daily duties, including the allocation, monitoring and quality of work, compliance with legislation, to build a high performing, engaged team that is customer focused and results oriented.
2. Identify and develop strategic and operational plans to meet the needs of Council and the community for the areas of responsibility.
3. Monitor and develop an integrated workplace culture focusing on accountability and seamless service delivery through positive and one-on-one discussions and coaching of officers.
4. Negotiate complex and sensitive matters with internal and external customers.
5. Effectively and efficiently coordinate a multi-disciplinary team and provide mentoring, coaching and continuous learning on relevant compliance, enforcement and investigation matters including completion of file notes, statements, applications for court orders to enter or applications for warrants.
6. Conduct both proactive and reactive inspections / investigations and produce effective outcomes in terms of community education and awareness to achieve voluntary compliance of relevant legislation.
7. Represent Council, including provision of evidence in a court of law as required.
8. Interpret and provide clear and consistent advice and direction to the public in relation to Council's Local Laws and other Legislation applicable to areas of responsibility demonstrating transparency, integrity and sound judgement.
9. Make recommendations and decisions based on sound risk assessment and apply a proportionate compliance strategy in line with processes and escalations contained in Council Policy, Procedures, and Frameworks that also considers public interest factors.
10. Prepare and issue correspondence, directions, compliance notices, Penalty Infringement Notices, (supported by sound evidence) for breaches of relevant state legislation, local laws and subordinate local laws and ensure effective follow through to final outcome.
11. Make application for and execute Warrants and Orders to Enter issued by a Magistrate's Court in relation to non-compliance with relevant laws.
12. Coordinate local government worker appointment and the issue of identification cards to enable their entry to premises and cost recovery for the performance of work under the *Local Government Act 2009*, to support the department budget.
13. Coordinate the investigation or referral of more complex cases with internal or external stakeholders (e.g. Police, Transport, and Housing).
14. Coordinate the storage, safe keeping and disposal of impounded goods, and make arrangements for the sale of impounded vehicles at public auction.
15. Receive and assess licence and permit applications under local laws and oversee audits of activities to ensure compliance.
16. Prepare concise and accurate evidentiary reports for compliance matters, including investigation reports and statements when required.
17. Develop and manage proactive enforcement programs / approved inspection programs and patrols as

guided by Council's policies and operational procedures.

18. Ensure committee / council reports, briefing notes, memorandums are prepared in accordance with required standards and provide them to the Manager within required timeframes.
19. Maintaining of records originating from the performance of compliance functions.
20. Implement and monitor continuous improvements to systems, processes and operational activities and ensure Council objectives are achieved.
21. Animal husbandry for domestic animals in the care of Council, including Animal Management Centre cleaning and maintenance.
22. Display engaging interpersonal skills to communicate complex concepts in plain language to customers and build collaborative and respectful relationships with industry stakeholders.
23. Contribute to and participate in approved education programs relevant to core responsibilities and promote education and awareness of relevant state legislation, local laws and subordinate local laws.
24. Receive and assess licence and permit applications under local laws and applications relevant for the areas of responsibility and conduct audits of activities to ensure compliance
25. Contribute as part of a multi-disciplinary work team to the continuous improvement of operational activities and reporting current issues which impact such activities.
26. Coordinate and work on a rostered basis to provide after hour services and animal care at council's Animal Management Centre the safety and wellbeing of staff.
27. Contribute to the facilitation of positive community outcomes by fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally.
28. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose and Council's Vision and Values.
29. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities.
30. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

## KEY COMPETENCIES:

### KNOWLEDGE AND SKILLS

1. High level supervisory and team management skills, including coaching and mentoring of teams in a medium to large organisation.
2. High level knowledge of the *Local Government Act 2009*, the *Animal Management (Cats and Dogs) Act 2008*; the *Waste Reduction and Recycling Act 2011*, the *Environmental Protection Act 1994*, the *Transport Operations (Road Use Management) Act 1995* and Regulations, and Council's Local Laws and associated subordinate local laws undertaking investigations, entry to premises, collection of evidence, and determination of appropriate compliance or enforcement responses.
3. A thorough knowledge of animal husbandry, animal control, kennel and facility operations, an understanding of animal disease transmission and prevention methods together with the ability to cope with the physical aspect of the work.
4. Demonstrated ability to effectively manage case allocations, specifically the ability to be able to prioritise demands and workloads, undertake investigations including evidence collection and
5. Demonstrated ability to formulate concise and accurate written correspondence, memorandums, reports, and statutory notices.
6. High level of proficiency with computer use (desktop and mobile), software applications, access information from databases and document management systems.
7. Excellent oral communication and interpersonal skills with a proven ability to communicate effectively with people at all levels and from all backgrounds and the ability to act tactfully in sometimes very

sensitive situations.

8. Ability to display empathy and tact when communicating with residents who are concerned about the impacts of noncompliance and display engaging interpersonal skills to communicate complex concepts in plain language to customers.

## **EXPERIENCE**

1. Attained at least five (5) years' experience in undertaking investigations and determining appropriate compliance or enforcement strategies as a Compliance Officer, Local Law Officer, or similar Local Government work fulfilling the duties of this Position Description including experience in managing multidisciplinary teams, growth and accountability, resulting in high performance outcomes.
2. Demonstrated experience driving strategic and business transformation initiatives resulting in excellent outcomes.
3. Demonstrated excellence in complex decision making, taking into account public interest considerations.
4. Demonstrated ability to implement change and allocate resources in a way which responds to community need and business priorities.
5. Demonstrated experience in producing complex reports, correspondence and briefing material for senior, executive management and elected officials.

## **Qualifications**

**Mandatory** – this role requires the possession of:

1. C Class Open Australian Drivers Licence.
2. Tertiary qualifications (Diploma in Business, Frontline Management) and/or Diploma in Government Investigations or similar qualification, and/or extensive demonstrable experience in the conducting investigations into breaches of State legislation/ local laws will be highly regarded.

### **TO BE CONSIDERED FOR APPOINTMENT AT LEVEL SEVEN (7), YOU WILL NEED TO HAVE:**

- (a) Attained at least five (5) years' experience in undertaking investigations and determining appropriate compliance or enforcement strategies as a Compliance Officer, Local Law Officer, or similar Local Government work fulfilling the duties of this Position Description; and
- (b) A proven track record in delivering effective management of complex staff performance matters including developing and providing clear direction for staff to achieve their performance targets; and
- (c) Completed a Certificate IV in Government Investigations.

## **Position Specific Requirements & Conditions**

1. Ability to pass a pre-employment functional assessment and/or behavioural testing.
2. The successful candidate will need to be appointed as an 'authorised person' and pass a 'powers of entry' test for the relevant legislation.
3. The position is required to be rostered for after-hours on-call duties including weekends based on operational needs.
4. This position is required to undertake frequent travel by motor vehicle for patrols of the region with accommodation provided by Council often unaccompanied and through remote and isolated areas.
5. The incumbent of this position has been identified as a person working in an 'at risk work location' or is an 'at risk' worker. It is compulsory that the incumbent be protected by the relevant immunisation in accordance with Council's Staff Immunisation which include Hepatitis A, Hepatitis B, Tetanus, and Q Fever.
6. Applicants should be aware of the animal and declared pest related environment, which houses domestic animals as well as use chemicals used disease control and cleaning. Applicants should not suffer allergies or chemical sensitivities nor be averse to an animal friendly environment.

**DELEGATED AUTHORITY AND ACCOUNTABILITY:**

Delegations as detailed in Council's Delegation of Authority register.

**EXTENT OF AUTHORITY:**

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

**CERTIFICATION:**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		