



Position Description

Community Safety Officer

Council Strategic Vision

Protecting our heritage and beautiful coast, while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



TITLE:	Community Safety Officer
LEVEL:	3
POSITION OBJECTIVE:	
This position supports the provision of high quality services to our Community by contributing to the efficient fulfilment of Council’s legislative obligations and the implementation of Council policies under relevant acts, regulations and by-laws.	

1. REPORTING RELATIONSHIPS

- This position reports to the Community Safety Officer Lead
- There are no staff reporting to this position

2. KEY PERFORMANCE INDICATORS

- Evidence that relevant records and documentation are accurately maintained and of high quality.
- Evidence of the enforcement of Council’s legislative obligations, in line with Council policies under relevant acts, regulations and by-laws.
- Feedback and evidence that positive, respectful and customer-based relationships are developed and maintained.
- Annual PDR process implemented with measurable goals and an effective personal development plan aligned to role requirements.

3. POSITION DETAILS

PEOPLE & CULTURE

- Provide high quality multifunctional customer service to the City of Holdfast Bay’s internal and external customers.
- Promote a positive and professional image of the Council when dealing with members of the public.
- Personally respond to enquiries, requests or complaints that can be dealt with in accordance with statutory requirements and agreed organisational guidelines, policies and procedures.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.

SYSTEMS & PROCESSES

- Assess compliance of street signage in accordance with relevant legislation and standards.
- Ensure the correct operation of parking ticket machines.
- Undertake the issuing of expiation notices, investigations, preparation of statements and reports, reporting and administrative tasks under the relevant acts, regulations, by-laws and Council policies.
- Attend proceedings and give evidence in court as required.
- Undertake animal management duties, including the collection of stray animals for impounding, investigation of dog attacks and conducting interviews.
- Assist the Community Safety Officer Lead and Manager, Community Safety with prosecution of offences and other tasks as required.
- Actively seek and suggest ways to improve work practices and outcomes.

QUALITY & COST

- Maintain accurate documentation and records.
- Deliver quality outcomes on time and on-budget.
- Undertake research and small projects as required.

DEVELOPMENT

- Explore and expand individual capabilities as related to the role.
- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of staff, peers, the community and customers.

4. PERSONAL CRITERIA

QUALIFICATIONS

- Holds an unencumbered Australian drivers licence - **essential**
- A certificate in Regulatory Services (or willingness to obtain) –**desirable**

EXPERIENCE & KNOWLEDGE

- Experience working in a regulatory services/community safety role or similar – **essential**
- Knowledge and understanding of legislation, guidelines, regulations and standards relevant to the area of operation is **essential**, including (but not limited to):
 - Local Government Act and Regulations.
 - Road Traffic Act and Australian Road Rules.
 - Dog and Cat Management Act and Regulations.
 - Environmental Protection Act and Regulations.
 - Harbours and Navigation Act and Regulations.
 - Local Nuisance and Litter Control Act
 - Private Parking Areas Act and Regulations.
 - Expiation Offences Act and Regulations.
 - Council By-Laws and Policies.
- Previous experience in a customer focused role – **essential**
- Proficient in the use of Microsoft Office and experience in using corporate digital applications – **essential**
- Experience in interpreting and applying legislation, guidelines, regulations and standards – **essential**
- Basic knowledge of relevant court procedures – **desirable**
- Experience with the Technology 1 suite of applications – **desirable**

PERSONAL CAPABILITIES

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community – **essential**
- Good verbal and written communication skills – **essential**
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement.
- Demonstrated commitment to exploring and expanding individual capabilities.

- Ability to work both independently and in a team environment
- Ability to share information and expertise freely.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Comply with any reasonable instruction in relation to WHS.
- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures, management systems and consultative structures

6. SPECIAL CONDITIONS

- In exercising powers, as per relevant legislation, this position is designated as an Authorised Officer.
- Some out of hours work may be required including attendance at official meetings after hours.
- In line with Council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions, and will be renewed upon expiry thereafter.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.
- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

Employee Name: _____	Direct Manager: _____
Signature: _____	Signature: _____
Date: _____	Date: _____