

POSITION INFORMATION

Internal and External



Position Title	Compliance Officer
Position Status	Permanent Full Time
Salary Level	LGO2-4 (from \$54,701 to \$72,527 p/a + superannuation)
Division	Planning & Community Engagement
Section	Planning
Closing Date	Sunday 9 July 2017

Townsville City Council acknowledges the traditional owners and custodians of Townsville, the Bindal and Wulgurukaba peoples.

Townsville: City of Opportunity

Townsville is the capital of Northern Australia, and Townsville City Council is the largest regional council in Queensland. Our Council is undergoing a whole-of-organisation transformational change which will place our customers at the heart of everything we do and allow us to take advantage of exciting opportunities to revolutionise the delivery of services to a community of more than 190,000 residents. Council strives to facilitate sustainable economic development for our region, enhance quality of life for our residents, and identify and unlock the potential of our City through inspired leadership, co-design of services with the community, and sustainable and innovative business partnering.

The **Compliance Officer** will contribute to implementing a holistic program of change across the Planning and Community Engagement Division in collaboration with the section leadership team and in consultation with the Townsville community and the rest of Council. This will involve leading the Planning Section on a transformative journey focusing on the needs and aspirations of the Townsville community developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value in a changing city.

The Compliance Officer is responsible for delivering customer focused solutions to compliance and enforcement issues in the community. The position is part of a team that addresses all environmental health, compliance and enforcement activities across the city. Compliance Officer will be expected to coach and mentor fellow team members at lower levels. Compliance Officers will also play a role in disaster management.

Compliance Officers will be responsible for undertaking investigations, inspections and approvals relative to state and local laws including, but not limited to public health, safety, environmental health, low risk food matters, development and building compliance, water usage, abandon vehicles, overgrows, commercial permits, trade waste and animal management . Compliance Officer will demonstrate objective decisions incorporating political prowess, legislative and community expectations.

Key Accountabilities

Keeping the customer at the heart of all activities, the Compliance Officer will:

- Deliver an outcomes-focused culture where leaders and staff take personal accountability for delivering on Council's vision and policy.
- Ensure that the Environmental Health and Regulatory Services Team delivers on co-design of services with the community, a whole-of-Council approach to integrating service delivery, and an innovative view of Council's long-term opportunities
- Conduct investigations in respect to Environmental Health and Regulatory Services Team matters in line with council policy and procedure as well as industry standards and state and local laws.
- Conduct routine inspections of regulated businesses/approvals/permits to ensure conditions are maintained and current (permits etc.)

Key Requirements

- Certificate IV or equivalent in an investigatory, animal management, legal or regulatory, or public health discipline.
- Diploma or equivalent in an investigatory, legal or regulatory discipline – *not an essential entry level requirement*.
- Current Queensland “C” Class driver’s licence.
- Detailed knowledge of local laws and other legislation involved in the work and its application in an environment of community consultation and regulation.
- Proficient in the use of the Microsoft Office suite of products.
- Investigation skills, including the ability to gather and present sustainable evidence for prosecution in court in relation to offences under legislation.
- Experience in making sustainable, objective assessments relating to investigations
- Sound interpersonal skills including the ability to relate in an authoritative and diplomatic manner, particularly in dispute and confrontational situations.
- Well-developed written communication skills and report writing.
- Well-developed level of organisational, prioritisation and time management skills.
- Well-developed skills in the preparation and delivery of educational and promotional information.
- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Animal handling abilities
- Ensure that your obligations with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed.
- Participate in a rostered on call afterhours service to the public
- Other responsibilities as reasonably directed.

Application Requirements

For the selection panel to consider your application please submit a **Resume and one page Cover Letter** outlining how your skills, qualifications and experience meet the key requirements for the position. Further information on how to write your application can be found in the “**Application Guidelines**” document.

To apply, please email your full application to Recruitment Services at hr.applications@townsville.qld.gov.au with the email subject heading referencing your name and position title for the vacancy you are applying for – e.g.; Joe Bloggs_Exhibitions Officer.

Candidates may be subject to background checks, criminal history check and/or fit for work assessment during the selection process.

Applicants for positions with the Townsville City Council are advised that pre-employment drug and alcohol screening is mandatory prior to an offer of employment being made for any position in Council. A three month probationary period will apply to successful candidates external to Townsville City Council.

Townsville City Council is required to take reasonable steps to check that you are entitled to work in Australia before we offer you employment. Proof of your entitlement to work in Australia includes;

- Australian passport
- Australian citizenship certificate

If you are not an Australian Citizen, please provide one of the above documents with your Application to ensure your entitlement to work in Australia can be verified.

For further information contact Recruitment Services on (07) 4727 9086 or go to the Council’s website at www.townsville.qld.gov.au where you can view the **Application Guidelines**.