

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Compliance Officer	<b>DIRECTORATE:</b> Planning & Sustainability	<b>DATE:</b> August 2024
<b>REPORTS TO:</b> Senior Compliance Officer	<b>SERVICE UNIT:</b> Health & Compliance	<b>LEVEL:</b> 6
<b>POSITION NUMBER:</b> PS22024 + / 3206 +	<b>SUB UNIT:</b> Compliance Services	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Planning & Sustainability Directorate** is responsible for managing all of the land use planning, development and integrated compliance functions of the City; supporting projects from inception, assessment, approval, and delivery of new developments and communities. The Directorate provides effective and proactive planning and compliance services to ensure great places and quality lifestyles.

### POSITION CONTEXT

Under broad supervision of the Senior Compliance Officer , this position works autonomously and is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are non-discretionary to meet current and anticipated changing organisational needs.

The role communicates and establishes relationships with a range of customers and stakeholders including government departments and agencies; land developers; builders and contractors; the business community; members of the public; and City Leaders and employees.

A challenging aspect of the role is ensuring the consistent interpretation of planning and building documents, relevant legislation, standards, and local laws; with a high volume of work, competing priorities and prescribed time limits. Additionally, the role is exposed to members of the public who may be agitated and challenging, requiring the use of conflict management, resilience, and coping skills. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

**FUNCTIONAL ACCOUNTABILITY**

To investigate, assess and resolve compliance concerns within the City by displaying a high level of customer service, that meets both customer needs and corporate standards, to mitigate risks and enable customers to comply with legislative requirements; leading to a harmonious and safe community.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

**KEY ACCOUNTABILITIES**

<b>KEY RESULTS AREAS</b>	<b>OUTCOMES</b>
Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives.</li></ul>
Customers & Stakeholders	<ul style="list-style-type: none"><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Conducts investigations, inspections and assessments of compliance concerns raised by customers within a timely manner in accordance with relevant legislation, local laws and the City’s policies and procedures. Implements appropriate actions to ensure compliance including using discretion to issue infringements and notices.</li><li>• Initiates the preparation of relevant material to recommend prosecution action and participates in relevant legal proceedings.</li><li>• Provides advice and guidance to customers and stakeholders on compliance matters, and compliance with relevant legislation and local laws in accordance with the City’s policies and procedures.</li><li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li><li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li></ul>
Systems & Processes	<ul style="list-style-type: none"><li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li><li>• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li><li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li></ul>
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"><li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li><li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s Code of Conduct.</li><li>• Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation.</li></ul>

- Assesses the level of risk, gathers evidence, exercises critical thinking, applies legislative knowledge, manages conflict and makes decisions independently in the field to instruct and enable the City’s customers to achieve statutory compliance.

**CAPABILITIES REQUIRED**

**Qualifications, Requirements and Experience:**

- Certificate IV or Diploma in a relevant discipline such as Government Investigations, Policing or Legal Studies required.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C class Drivers License.

**Skills and Knowledge:**

- Advanced knowledge of legislation and regulations relating to development compliance matters.
- Advanced customer service skills and conflict resolution skills.
- Advanced communication and problem-solving skills.
- Advanced negotiation and influencing skills.
- Intermediate research and analysis skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate computing, numeracy and literacy skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

**Key Stakeholder Relationships:**

- Support the Manager Health & Compliance and Coordinator Compliance to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Local Government Act, Planning and Development Act, Building Act and Regulations delegations that are specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader:**  
**Melissa Dray – Coordinator Compliance Services**



**Date: 25/06/2024**

**Next Up Leader:**  
**Matthew Piggott – Manager Health & Compliance**



**Date: 25/06/2024**