



**Randwick City Council**  
**Position Description and Person Specification**

**Position:** Compliance Officer (Health and Building)

**Position Number:**

**Award Placement:** Grade 13

**Date Last Amended:** June 2017

**Division:** City Planning

**Department:** Health, Building and Regulatory Services

**Section/Team:** Environmental Health / Building Regulation and Compliance / Regulatory Projects

**Title of Manager:** Manager Health, Building and Regulatory Services

**Position Title of Supervisor:** Coordinator Compliance

**Positions Reporting to this Position:** Direct: Indirect:  
N/A N/A

**Signature of Occupant**

**Date**

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**Signature of Supervisor**

**Date**

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## **1. Purpose of Position**

- 1.1** Assessment, determination and enforcement of compliance with various NSW Acts and Regulations, including the *Environmental Planning and Assessment Act 1979*, *Local Government Act 1993*, *Swimming Pools Act 1992*, *Protection of the Environment Operations Act 1997*, *Food Act 2003* and other legislation.
- 1.2** To effectively implement Council's regulatory, building and development, compliance, swimming pool safety, environmental and public health functions and services.
- 1.3** Investigate and resolve customer requests relating to Council's regulatory functions and services in a professional, timely accountable and customer focused manner.

## **2. Organisational Relationships**

### **2.1 Position Title(s) of Supervisor(s):**

Manager Health, Building and Regulatory Services  
Coordinator Environmental Health / Building Regulation and Compliance / Regulatory Projects

### **2.2 Position Title(s) that also report to Supervisor:**

Building Surveyors  
Project Officers  
Compliance Officers  
Environmental Health Officers  
Rangers  
Parking Officers  
Administrative Assistants

### **2.3 Title(s) of Positions that report to this Position:**

N/A

## **3. Budget Management**

### **3.1 Expenditure:**

N/A

### **3.2 Revenue:**

N/A

### **3.3 Value of Contracts Managed:**

N/A

## **4. Challenges / Problem Solving**

- 4.1** Implementing Council's regulatory environmental health, building and development control responsibilities and services in a professional, efficient and customer focussed manner.
- 4.2** Implementing and maintaining 'best practice' in the provision of regulatory environmental health, building, regulation, swimming pool safety and protection of the environment services.

- 4.3** Ensuring action requests, enquiries, complaints and incidents are actioned appropriately and are followed-up and finalised in accordance with relevant legislation, policies and procedures.
- 4.5** Assessment and determination of regulatory matters, including negotiation and resolution of issues and development of solutions for difficult, sensitive or regulatory matters.
- 4.6** Maintaining up-to-date knowledge of relevant legislation, standards and policies and procedures.
- 4.7** Implementing a systematic approach and fully utilising Council's computerised tracking, information and records management systems.
- 4.8** Implementing Council's regulatory responsibilities and exercising delegated authority and professional judgement in an effective, professional and accountable manner and accordance with relevant legislation, policies and procedures.
- 4.9** Implementation of Council's ICARE values in all activities, tasks, services and projects.

## **5. Decision Making**

- 5.1** Sign correspondence (subject to limitations)
- 5.2** Assessment and determination of environmental health, building and development control, protection of the environment and swimming pool safety compliance matters, customer action requests, enquiries and other regulatory activities.
- 5.3** Carry out inspections of premises and land to determine compliance with local government legislation, standards, policies and approvals.
- 5.4** Act as an 'authorised person' in relation to powers of entry and inspection of premises and service of notices, orders and penalty infringements
- 5.5** Assessment and determination of applications, requests, enquiries, certificates and other regulatory matters.
- 5.6** Respond to and determine customer enquiries and action requests
- 5.7** Prepare statements of evidence, reports and appear and act for Council in legal proceedings, where required.
- 5.8** To investigate, assess, determine and resolve a range of regulatory and compliance related enquiries, services and activities.

Guidance is available in the form of legislative requirements, Council policies, standard procedures, business rules and management directions.

## **6. Communication**

- 6.1** This position requires effective written and oral communication skills.

The officer must be able to effectively communicate directly with a wide range of customers and representatives in a professional and customer focused manner, often in relation to regulatory, contentious and sensitive matters.

Internal customers include officers and management within the City Planning Division and other departments.

External customers and representatives may include residents, businesses, Council consultants, external committees, solicitors and government authorities.

- 6.2** Correspond directly with a wide range of customers in writing, including preparing non-standard correspondence, reports and memoranda.
- 6.3** Prepare detailed and accurate reports and memoranda.
- 6.4** Direct communication with both internal and external customers via telecommunications or face to face.
- 6.5** Prepare statements of evidence and factual reports for court proceedings.
- 6.6** Exercising professional judgement and assessment and determination of regulatory matters, including mediation, negotiation and resolution of issues and development of solutions of contentious, sensitive or regulatory matters.

## **7. Specific Accountabilities**

### **7.1 Accountabilities:**

- 7.1.1** Effectively and efficiently implement Council's regulatory, building, development control, protection of the environment, environmental health and swimming pool safety functions and services.
- 7.1.2** Investigate, assess, determine and resolve customer action requests, enquiries, complaints, applications in a timely, customer focused and professional manner.
- 7.1.3** Act as an authorised officer and exercise delegated authority, to issue notices, orders, directions and penalty infringements and undertake enforcement responsibilities under the *Local Government Act 1993*, *Environmental Planning and Assessment Act 1979*, *Swimming Pools Act 1992*, *Protection of the Environment Operations Act 1997*, *Food Act 2003* and other relevant legislation, in accordance with the instrument of delegation from the General Manager.
- 7.1.4** Investigation, determination and enforcement of environmental health, building, development control, swimming pool safety and other regulatory customer action requests, enquiries, complaints, incidents and other regulatory matters.
- 7.1.5** Inspect premises or land for compliance with relevant legislation, criteria and standards and implement enforcement and compliance action to satisfy relevant legislation, criteria and standards.
- 7.1.6** Implementation of Council's Swimming Pool Program and Council's regulatory responsibilities under the *Swimming Pools Act 1992*, including inspection of swimming pool barriers and assessment/determination of certificates of compliance/non-compliance and issue of notices and directions.
- 7.1.7** Assess various types of applications and certificates and undertake inspection/assessment of premises to ascertain compliance with relevant consents, approvals, certificates, legislation, Building Code of Australia and relevant standards and issue notices and orders to remedy deficiencies.

- 7.1.8** Negotiate, mediate and effectively resolve regulatory matters in accordance with standard procedures to achieve satisfactory outcomes.
- 7.1.9** Preparation of statements of evidence and represent Council in the Land and Environment Court and Local Court, where required.
- 7.1.10** Preparation of reports, statistical information and documentation to the Coordinator, Manager, Director and General Manager
- 7.1.11** Negotiate, mediate and effectively resolve matters with parties to development and environmental disputes to achieve satisfactory outcomes.
- 7.1.12** Respond to and resolve customer enquiries and internal and external action requests in a professional, customer focused and timely manner.
- 7.1.13** Participate in Council's 'After Hours' Service and undertake inspections outside of business hours, in relation to emergencies, urgent and specific environmental or public health and safety matters and incidents, as required by the Manager.
- 7.1.14** Undertake community safety and crime prevention activities as may be required.
- 7.1.15** Demonstrate consideration and implementation of Council's ICARE Values in all activities, tasks, services and projects undertaken.
- 7.1.16** Contribute positively to the effective operation of the department and undertake any other duties as may be requested for the effective operation of the department.

**7.2 Performance Measures:**

- 7.2.1** Customer action requests, applications, enquiries, inspections and other functions are assessed, determined and actioned thoroughly, professionally and in accordance with nominated time frames, procedures, policies and legislation.
- 7.2.2** Reports, correspondence, notices and orders are accurate, clear, concise, factual and prepared in accordance with standard procedures, time frames, regulatory requirements and procedures.
- 7.2.3** Action requests, inspection programs and incidents are investigated and enacted upon fully in accordance with relevant legislation, Council policies and standard procedures.
- 7.2.4** Policies and programs are implemented in accordance with relevant procedures, regulatory requirements and nominated timeframes.
- 7.2.5** Action requests are responded to within a period of 5 working days or other period specified by the Manager.
- 7.2.6** Written reports, assessments and determinations are prepared in plain English, and address all relevant issues and are free of grammatical and typographical errors, and conclusions and recommendations are based on an analysis of the relevant evidence.
- 7.2.7** Matters are negotiated, mediated or enforced to achieve a satisfactory outcome, in the interests of Council and the community.

**7.2.8** Performance targets for applications, environmental health, building, development control, swimming pool safety and other activities, as set out by management and work plans are met.

**7.2.9** A high level of customer service is provided and positive contributions are made to the effective operation of the department.

## **8. Work Health and Safety**

### **8.1 Accountabilities:**

**8.1.1** Identification of risks and implementation of safe work method statements and/or safe working procedures for regulatory activities, investigations and projects.

**8.1.2** Understands and applies all safe work method statements and safe work procedures when carrying out duties and activities.

**8.1.3** Personal protective clothing and equipment is maintained and used correctly when ever required

**8.1.4** Participates in safety training as required and implements all practices and directives.

**8.1.5** Reports all accidents, incidents and hazards consistent with Work Health and Safety systems.

### **8.2 Performance Measures:**

**8.2.1** Identification and implementation of appropriate risk assessments and safe work method statements or procedures.

**8.2.2** Number of safe work methods statements not applied.

**8.2.3** Participation in safety training.

**8.2.4** Number of accidents, incidents and hazards not reported.

## **9. Financial Management Accountabilities**

### **9.1 Accountabilities:**

**9.1.1** Implementation of relevant policies

### **9.2 Performance Measures:**

**9.2.1** Implementation of relevant policies

## **10. Corporate Accountabilities**

### **10.1 Accountabilities:**

**10.1.1** Promotes and provide 'best practice', customer focused services and a positive image of the organisation across Council and to the Community.

**10.1.2** Actively contributes to the achievement of Health, Building and Regulatory Services management and operational plan objectives and targets.

**10.1.3** Provides effective, accurate and helpful advice and guidance to customers other staff.

- 10.1.4** Effectively coordinates and manages allocated activities, projects and tasks.
- 10.1.5** Maintains a detailed knowledge of Council's regulatory responsibilities, activities and relevant legislation and requirements.
- 10.1.6** Supports and implements the resolutions of Council and directions from management.
- 10.1.7** Delivers a high level of customer service and treats the community and staff with courtesy and sensitivity.
- 10.1.8** Observes the highest standards of accountability, honesty and integrity.
- 10.1.9** Monitors own performance and provides information and reports to the Coordinator/Manager.
- 10.1.10** Understands and implements the Council's ICARE values.

**10.2 Performance Measures:**

- 10.2.1** Customer feedback and assessment of level of service.
- 10.2.2** Number of compliments and complaints received.
- 10.2.3** Satisfactory achievement and compliance with relevant regulatory requirements, Guidelines, Council's business rules, policies and procedures and programs.
- 10.2.4** Effective and efficient development and implementation of services, programs and strategies.

**11. Knowledge, Skills and Experience**

**Essential Criteria:**

- 11.1** Tertiary Qualifications in building surveying, building compliance, environmental health or related discipline; or demonstrated relevant experience.
- 11.2** Knowledge and understanding of local government building regulation, development control, swimming pool safety and protection of the environment functions and services.
- 11.3** Sound knowledge of the regulatory functions within the *Environmental Planning and Assessment Act 1979, Local Government Act 1993, Food Act 2003, Swimming Pools Act 1992* and the *Protection of the Environment Operations Act 1997*.
- 11.4** Ability to communicate effectively with people at all levels and to establish and maintain interpersonal relationships.
- 11.5** Ability to exercise delegation of authority and to operate effectively with limited direct supervision.
- 11.6** Ability to thoroughly research, assess and determine regulatory matters, negotiate and develop solutions to achieve satisfactory outcomes.
- 11.7** Holds a valid Class C drivers licence at all times.
- 11.8** Demonstrated computer literacy skills.

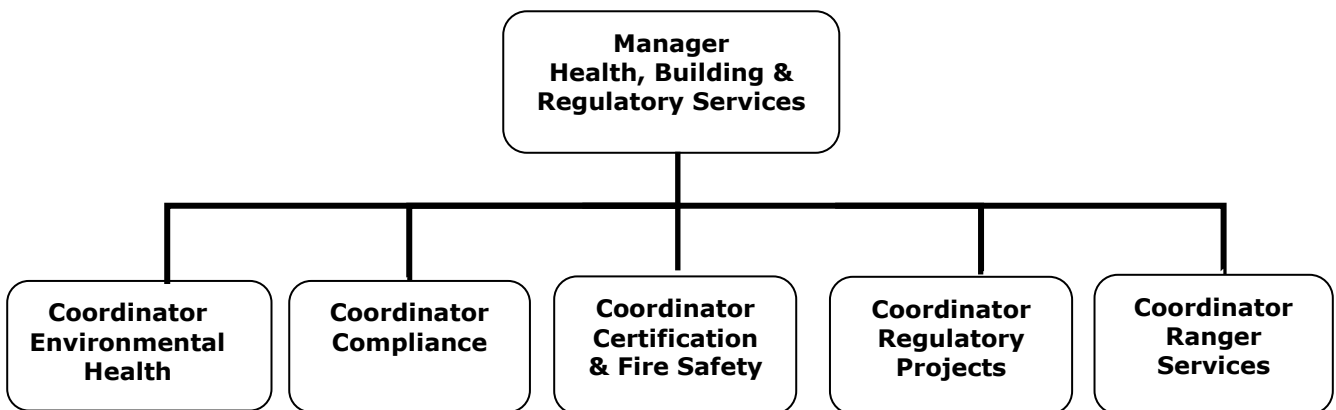
- 11.9** High quality communication and report writing skills.
- 11.10** Demonstrated commitment to customer service.
- 11.11** Knowledge and commitment to EEO, WH&S and the principles for a culturally diverse society.
- 11.12** Commitment to ethics, probity and transparency in decision making.

**Desirable Skills and Abilities:**

- 11.15** Experience in local government regulation and compliance functions and services.
- 11.16** Tertiary qualifications in environmental health and/or building surveying or related discipline.
- 11.17** Mediation, negotiation and conflict resolution skills.
- 11.18** Understanding and use of Microsoft software programs and Council property type information and land management systems.
- 11.19** Knowledge and experience in preparation of statements and evidence for Court matters and representing Council in Court.
- 11.20** Knowledge and experience implementing the pool safety requirements under the *Swimming Pools Act 1992*.

**12. Attachments**

**12.1 Organisational Chart**



The Health, Building and Regulatory Services (HBRS) Department is positioned with the City Planning Division and the Manager HBRS reports to the Director City Planning.

Each team with the HBRS Department comprises a team of professional, technical and administrative officers that report directly to the team Coordinator.

The team Coordinator reports directly to the Manager HBRS. Although all team Coordinators and officers are required to work together and undertake cross-functional activities and projects.

*Compliance Officers* are interchangeable between the abovementioned teams and may be allocated and transferred between teams to satisfy organisational and operational objectives, targets and strategies.