

# Compliance Officer

## City Growth

### About the role

The **Compliance Officer** supports Council's regulatory and enforcement functions by ensuring adherence to relevant local laws, parking regulations, fire abatement requirements, and public safety standards across the Burnie municipality.

The role undertakes inspections, investigations, administrative co-ordination and enforcement support activities to promote lawful, safe and orderly use of public and private spaces. This position also provides operational support to the Municipal Inspector and contributes to the effective delivery of Compliance Services during periods of leave, peak workload and resourcing constraints.

As the **Compliance Officer** you will be an approachable, constructive member of the team ensuring that Council and the best interests of the community are always promoted positively. You will have the ability to self-manage your own workload, develop strong working relationships with stakeholders, and be able to effectively balance competing priorities to deliver timely responses or outcomes, all whilst pursuing continuous improvements in safety, quality, excellence, culture and engagement for your business unit.

### Role specific accountabilities

- **General Compliance and Enforcement Support**
  - Provide operational support to the Municipal Inspector during periods of leave, RDOs and where two officers are required for occupational health and safety reasons.
  - Undertake patrols, inspections and compliance activities across the Burnie municipality, including outer CBD and suburban areas.
  - Assist in investigating complaints and alleged breaches of Council by-laws and local regulations.
  - Collect and record photographic and written evidence and maintain accurate records suitable for enforcement and reporting purposes.
- **Parking Administration and Enforcement**
  - Maintain parking administration systems including processing infringements, correspondence, and public enquiries and assist with education and enforcement activities relating to parking compliance.
  - Prepare and manage staff rosters for the Compliance/Parking Team.
  - Provide administrative and logistical support to ensure continuity of compliance services.
  - Participate in Council's coin collection and counting program and ensure compliance with internal controls and financial handling requirements
- **Fire Abatement and Hazard Management**
  - Assist with the administration and enforcement of fire abatement requirements across the municipality.
  - Conduct inspections of properties for fire hazards and non-compliance and prepare and issue notices in accordance with Council procedures and legislative requirements.
- **Projects and Continuous Improvement**
  - Contribute to project-based initiatives including:
  - Identify opportunities for continuous improvement in compliance processes, service delivery, and safety practices.

- Support the implementation of new systems, procedures, and technology.
- **Customer Service and Community Engagement**
  - Engage respectfully and professionally with members of the public.
  - Resolve minor issues through education and cooperative compliance where appropriate.
  - Act as a positive representative and brand ambassador for Council.
  - Promote Council initiatives and regulatory responsibilities within the community.
- Do the right thing for the long term, take time to listen, learn and adapt to meet the needs of our community.
- Identify and recommend opportunities for continuous improvement initiatives within your team and across the organisation.
- Work co-operatively to achieve shared goals, ensuring a high standard of service delivery.
- Actively participate in organisational change and support others to do the same.
- Foster and enhance a constructive and positive working environment.
- Act as a brand ambassador for Council and positively promote Council initiatives and activities.
- Any other duties as reasonably directed.

## Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Developing partnerships, policies and practices to ensure Council operates efficiently and effectively to ensure our sustainability for the future.
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork, diversity, inclusion and shared values.
- Contributing to the achievement of Council's overall strategy and operating deliverables including '*Making a Better Burnie 2044*'.
- Taking a customer-centric focus in everything that you do, delivering positive outcomes for the Burnie community for now and future generations.

## To be successful

- Demonstrated experience in a compliance, regulatory, enforcement or customer-facing role
- Sound understanding of, or the ability to quickly acquire knowledge of, local laws, regulations and enforcement processes
- Strong investigation and problem-solving skills, with the ability to gather evidence and maintain accurate records
- Well-developed communication and interpersonal skills, with the ability to engage professionally with a wide range of stakeholders, including managing difficult conversations
- Proven ability to work both independently and as part of a team, including supporting others during peak periods and operational demands
- High level organisational skills, with the ability to manage competing priorities and meet deadlines

- Experience in administrative processes, including data entry, record keeping and correspondence management
- A customer-focused approach, with the ability to resolve issues through education, negotiation and cooperative compliance
- Demonstrated commitment to safety, quality and continuous improvement
- Ability to adapt to change and contribute positively to team culture and organisational initiatives
- Experience in parking enforcement, fire abatement and/or local government, including an understanding of issues affecting Council (desirable)
- Current Class C driver's licence

## Who you will work with

<b>Reports to:</b>	Executive Manager Compliance Services
<b>1-Up Leader:</b>	Deputy General Manager
<b>Leads:</b>	Nil direct reports

All employees are expected to assist the organisation in achieving strategic and operational objectives, by working collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

## Other important information

- Location:** City Offices
- Employment type:** Part-Time
- Hours:** 25 hours per week
- Employment Category:**  Enterprise Agreement  Individual Contract
- Classification:** Grade 3, Levels 1 to 5

- Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.
- From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.
- As part of Burnie City Council's organisational requirements, the successful candidate will be required to supply a National Police Check.

**Other employment information can be found here:** <https://www.burnie.tas.gov.au/Council/Careers>