



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Lead Ranger	Level	5
Business Unit	Community Safety	Position Number	00213, 00913, 00807, 01321
Directorate	Planning & Community Development	Date Established	May 2021
Reporting to	Senior Ranger	Date Updated	July 2026

2. KEY OBJECTIVES

- Provide operational advice, direction and tasking of Ranger Services delivery, including proactive programs and community response in the field.
- Support and monitor the operations of the Ranger Services team on shift including staff, equipment, training and work quality as directed by the Senior Ranger.
- Support high-quality community programs and services through the timely delivery of activities that promote a collaborative, contemporary, and customer-focused approach, while fostering a positive team environment that encourages community compliance through education and engagement.

3. KEY ACCOUNTABILITIES

- Customer service is delivered in accordance with the City's Customer Service Charter and relevant policies and procedures.
- Undertake activities efficiently and provide information in accordance with relevant legislation, policies, protocols, procedures, adopted practices and the Business Unit Plan.
- Provide accurate and timely operational support and advice to enable effective Ranger service delivery.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Community Education and Engagement

- Support the Senior Ranger in providing coaching, training and operational support to Rangers and Patrol Officers to deliver community education programs that promote compliance and drive behaviour change.
- Deliver programs and services that educate and engage the community to achieve compliance.
- Guide Rangers and Patrol Officers in interpreting and enforcing relevant legislation and regulations.
- Proactively identify and support community education and engagement initiatives to address community concerns.
- Maintain a high-visibility and proactive Ranger and Patrol Officer presence in the community through regular targeted patrols.
- Oversee projects within agreed scope, timeframes and budgets, including reporting requirements.
- Provide direction and support to Rangers and Patrol Officers in the field to deliver community safety programs and services.
- Respond to escalated issues by developing action plans and providing operational advice to Rangers whilst on shift to ensure effective resolution.

Outcome: Service Delivery

- Demonstrate high fluency in the interpretation, explanation, and application of relevant legislation, ensuring decisions and advice are accurate, consistent and legally compliant.
- Support the Senior Ranger in monitoring and allocating action requests to ensure timely responses and broad exposure across all duties.
- Undertake a range of duties including parking enforcement, animal handling, registrations, litter control, reserves, signs, rough sleeper referrals, verge control, beach closures, abandoned vehicles, shopping trolleys, traffic management and related activities.
- Undertake Animal Care Facility duties in accordance with the *Animal Welfare Act*.
- Display behaviours towards customers and team members that align with the City's values.
- Review Ranger and Patrol Officer tasks under the direction of the Senior Ranger for accuracy and provide coaching and training where required.
- Monitor workloads of Rangers and Patrol Officers where required and provide feedback to support effective service delivery.
- Provide advice, support and coaching relating to more complex matters including the application of relevant legislation.
- Assist with project work and contribute to the review and development of programs, policies and procedures.
- Ensure timely reporting of observed public safety matters such as suspicious, anti-social and criminal behaviours, fires and other incidents to emergency services.
- Work collaboratively with broader Community Safety team members to deliver coordinated responses and actions.
- Respond to requests for assistance from Rangers, Patrol Officers and external authorities such as the WA Police Force, St John Ambulance WA, and the Department of Fire and Emergency Services.
- Build and maintain effective relationships with key stakeholders, including WA Police Force, emergency services and community groups.
- Provide guidance, assistance, and on-the-job training to new employees under the direction of the Senior Ranger.
- Ensure notices, cautions and infringements are issued accurately and to a high standard.
- Perform other duties as requested within the scope of the role and in accordance with skills, knowledge, and experience.

Outcome: People Management

- Assist the Senior Ranger to ensure Ranger and Patrol Officer service delivery is carried out in accordance with the requirements of their position.
- Ensure accurate and concise job log entries to support transparency and coverage for the Senior Ranger.
- Support consistent and efficient service delivery outcomes.
- Provide ongoing guidance and training to embed community education and engagement principles in daily interactions.

Outcome: Work Health and Safety

- Exercise duty of care by maintaining safe working conditions and practices to protect employees and minimise public risk.
- Ensure that safe working conditions and practices are always in place by taking personal ownership of safety.
- Assist with the coordination of a safe working environment for Rangers and Patrol Officers by ensuring that they have adequate PPE, technology and equipment such as radio and duress system.
- Provide coaching and mentoring to Rangers and Patrol Officers on WHS requirements in their role.
- Assist with WHS matters reported by Rangers and Patrol Officers, ensuring appropriate improvements and training are implemented.
- Consult and cooperate with the Senior Ranger, Coordinator and Manager on WHS matters.
- Identify, investigate, and address hazards and incidents.
- Review WHS inspection reports and action any required maintenance issues.
- Liaise with WHS Representative to review and complete Accident/Incident/Hazard reports and take appropriate action.
- Participate in programs designed to rehabilitate injured employees.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Supervision, coaching and feedback.
- Interpersonal skills with the ability to identify and turn difficult situations into opportunities to positively promote compliance and resolve issues.
- Community consultation and stakeholder management with ability to establish and maintain effective relationships.
- Effective communication skills with proven ability to analyse information and provide clear and concise reports and correspondence.
- Problem solving, conflict resolution and influencing skills, to effectively liaise and negotiate with internal and external parties.
- Computer literacy with Microsoft Office.
- Organisational and time management.

Knowledge:

- The effective delivery of a compliance system in accordance with relevant legislation.
- Relevant state and local legislation, including laws authorised under section 9.10 of the *Local Government Act*, and their application within a Ranger Services context.
- Knowledge of and ability to apply acts, regulations, local laws, policies and protocols.

Experience:

- Delivering a compliance regime in a similar environment.
- Leading the delivery of a regulatory service.
- Supervising a team by providing support, coaching, training and direction.

Qualifications / Clearances:

- Certificate IV in Local Government Regulatory Services or equivalent experience.
- Current Regulatory Officer Compliance Skills (ROCS 1 and 2).
- Traffic Management (or obtained within the first 3 months of appointment to position).
- Current animal handling training.
- Current WA 'C' Class Driver's Licence.
- Current Provide First Aid Certificate (HLTAID011).
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Provides specialist technical professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available

7. WORKING RELATIONSHIPS**Level of Supervision:**

- Works under general direction.

Internal:

- All Business Units.

External:

- Emergency Services and WA Police Force.
- Royal Society for the Prevention of Cruelty to Animals (RSPCA).
- Other local governments and relevant government departments.
- Surf Life Saving WA.
- Local schools and community groups.
- General public, residents, ratepayers and local businesses.
- Shopping centre management.
- Contractors.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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