

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

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|----------------------|------------------------------------|-------------------------|-----------|
| Title | Field Officer | Level | 4 |
| Business Unit | Community Safety | Position Number | Various |
| Directorate | Planning and Community Development | Date Established | June 2021 |
| Reporting to | Team Leader Field Services | Date Updated | May 2024 |

2. KEY OBJECTIVES

- Deliver services, programs, and activities that reflect a collaborative, contemporary and customer responsive culture and approach to service delivery.
- Undertake duties in a way that promotes a positive work environment which fosters collaborative efforts designed to encourage community compliance with acts, regulations, and local laws through an educative and engagement approach.
- Be proactive in providing a highly visible presence in the community.
- Promote a safe work environment.

3. KEY ACCOUNTABILITIES

- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure duties are undertaken efficiently, effectively, within statutory requirements and agreed timeframes and with rigor applied in all circumstances.
- Undertake activities and provide advice and information in accordance with legislation, relevant plans, protocols, procedures, processes, work instructions and adopted practices.
- 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 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

- Deliver community education awareness programs services and activities that drive behaviour change in the community related to local laws, acts and regulations including, but not limited to, parking, animal handling, dog and cat registrations, litter, reserves, signs, fire breaks, verge control, abandoned vehicles and shopping trolleys, etc.
- Deliver programs and services designed to educate and engage the community to achieve compliance without enforcement where possible.
- Positively represent the City in interactions with members of the community by providing accurate and meaningful advice and information concerning City compliance requirements.
- Provide a mutually beneficial presence at City community events designed to improve relationships with the community by facilitating community access to relevant compliance information.

Outcome: Service Delivery

- Display behaviours towards customers and team members that align with the City's values.
- Ensure relevant acts, regulations and local laws are complied with through community information and education in the first instance, with enforcement seen as an action of last resort.
- Promptly resolve action requests from the community and allocated by the Team Leader, other relevant City personnel and/or the City's after-hours service including, but not limited to, parking, animal handling, dog and cat registrations, litter, reserves, signs, fire breaks, verge control, abandoned vehicles and shopping trolleys, etc.
- Enter accurate data and information into City systems related to action requests.
- Undertake seasonal and ad hoc tasks including, but not limited to, fire breaks, beach patrols, City events, abalone fishing, etc.
- Proactively identify opportunities for consideration by the Team Leader for ongoing community education and engagement to address community concerns.
- Deliver a visible and proactive presence in the community through regular patrols both in vehicles and on foot.
- Monitor and attend the City's multi-storey car park to facilitate ease of access for patrons.
- Report graffiti and damage to City facilities, signs, parks, reserves, or other assets.
- Impound stray dogs, cats and livestock, signs, shopping trolleys, abandoned vehicles and off-road vehicles.
- Where necessary issue cautions and infringements.
- Conduct investigations and attend court for the purpose of City prosecutions.
- Respond to requests for assistance from external authorities including, but not limited to, the WA Police Service, St John Ambulance, Fire and Emergency Services.
- Liaise with other internal business units on a variety of compliance and other related matters.
- Liaise with neighbouring local governments regarding cross boundary matters.
- Provide guidance, assistance, and on-the-job training to new employees.
- Participate in the review, update and creation of workplace procedures and practices.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Work Health and Safety

- Work in a safe manner that will not endanger the safety and health of yourself, other workers, or members of the public.
- Ensure that safe working conditions and practices are always in place by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and co-operate with management on matters relating to workplace safety and health.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated responsive customer service skills.
- Demonstrated written and verbal communication skills that promote engagement.
- Demonstrated interpersonal skills and the ability to turn difficult situations into opportunities to positively promote compliance.
- Demonstrated organisational and time management skills.
- Demonstrated skills in Microsoft Office and the ability to learn new computer and mobile applications.
- Ability to interpret and apply acts, regulations, and local laws.
- Ability to work autonomously and as part of a team.
- Ability and willingness to handle animals.

Knowledge:

- Demonstrated knowledge of investigation practices and principles.
- Knowledge of Work Health and Safety requirements relevant to the role.

Demonstrated Experience:

- In a responsive customer service environment.
- In recording accurate data and information into electronic systems.

Qualifications/Clearances:

- Current WA "C" class driver's license.
- Current Provide First Aid Certificate (HLTAID011).
- Satisfactory National Police Certificate (NPC) within the last 3 months or appointment to the position subject to the ability to obtain NPC.

6. EXTENT OF AUTHORITY

- Freedom to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision.

Internal:

- Operation Services business unit.
- Regulatory Services business unit.

External:

- State and Federal Emergency Services (e.g. WA Police Force, Department of Fire and Emergency Services, St John Ambulance).
- RSPCA.
- Surf Life Saving WA.
- Local schools.

- Residents and ratepayers.
- General public.
- Community groups.
- Other local governments.
- Shopping centre management.

8. POSITION DIMENSIONS

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| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | 0 |
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