



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Lead Field Officer	Level	5
Business Unit	Community Safety	Position Number	00213, 00913, 00807, 01321
Directorate	Planning & Community Development	Date Established	May 2021
Reporting to	Team Leader Field Services	Date Updated	September 2024

2. KEY OBJECTIVES

- Provide operational advice, direction, and tasking of Field Services delivery, including proactive programs and community response in the field.
- Support and monitor the operations of the Field Services team on shift including staff, equipment, training, and work quality as directed by the Team Leaders.
- Support high quality community amenity programs that provide the opportunity to achieve compliance through education.
- Responsible for the delivery of services, programs, and activities that reflect a collaborative, contemporary and customer responsive culture and approach to service delivery.
- Maintain a positive work environment that fosters collaborative efforts designed to encourage community compliance with acts, regulations, and local laws through an educative and engagement approach.

3. KEY ACCOUNTABILITIES

- Ensure service delivery provided by Field Officers is delivered in accordance with the City's strategies, plans, protocols, work instructions, procedures, budgets, and legislation (including Local Laws).
- Provide accurate and timely operational advice to ensure Field Officers to deliver the appropriate service level in the community.
- Deliver a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Support team understanding and compliance with City EEO, Diversity & Inclusion requirements.
- 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

- Provide coaching advice and support to assist Field Officers in the delivery of community education awareness programs that drive behaviour change in the community related to compliance matters.
- Deliver programs and services designed to educate and engage the community to achieve compliance without enforcement where possible.
- Provide advice and coaching to guide Field Officers to interpret and enforce relevant acts, regulations, and local laws in the field.
- Proactively identify and support the implementation of opportunities for ongoing community education and engagement to address community concerns.
- Assist in the delivery of a visible and proactive presence of Field Officers in the community through regular patrols both in vehicles and on foot in key locations and situations that have been identified.
- Oversee projects in accordance with agreed scope, timeframes and budgets and prepare relevant project reporting documentation.
- Provide guidance and direction, to Field Officers whilst in the field relating to the delivery of community safety projects and proactive programs in the community to assist in achieving the expected level of community amenity and safety.
- Provide responses and action plans when issues are escalated from Field Officers with high level operational knowledge and advice to ensure an appropriate resolution is actioned, and support officers in service delivery whilst on shift.

Outcome: Service Delivery

- Display behaviours towards customers and team members that align with the City's values.
- Provide the Team Leaders with assistance to monitor the allocation of action requests to Field Officers ensuring they are exposed to all elements of the role including, but not limited to, parking, animal handling, dog and cat registrations, litter, reserves, signs, fire breaks, verge control, abandoned vehicles and shopping trolleys, community patrols, etc.
- Monitor action requests under the direction of the Team Leaders throughout the shift to ensure prompt response by Field Officers to community concerns.
- Review Field Officer tasks under the direction of the Team Leaders to ensure that they are technically correct and provide coaching and training where required.
- Monitor the workload of Field Officers where required and provide feedback.
- Provide advice, support and coaching relating to non-standard or more complex matters as well as relevant acts, regulations, and local laws.
- Contribute to the review and development of programs, protocols and procedures and assist with project work.
- Work closely with broader Community Safety team members ensuring a coordinated approach to responses and actions to matters relating to service delivery.
- Proactively establish and maintain cooperative and collaborative relationships with key external stakeholders including, but not limited to, contractors, WA Police Service, emergency services and community groups.
- Perform other duties as requested within the scope of the role and in accordance with skills, knowledge, and experience.

Outcome: People Management

- Assist with the coordination of the Field Officers roster ensuring that adequate coverage is provided to the community.
- Support the service delivery to the community ensuring consistent service delivery and outcomes are managed appropriately.
- Provide ongoing guidance, coaching, on-the-job support, to employees as part of every-day activities to ensure community education and engagement philosophies underpin all interactions (verbal and written) with the community.
- Support City EEO and Diversity & Inclusion initiatives to assist team understanding and compliance with EEO legislation, practices, and City protocols.

Outcome: Work Health and Safety

- Assist with the coordination a safe working environment for Field Officers by ensuring that they have adequate PPE, technology, and equipment such as a personal duress system.
- Provide ongoing coaching and mentoring to Field Officers on WHS requirements in their role.
- Assist with WHS matters that have been reported by Field Officers through the online reporting system, ensuring that process and/or equipment improvements are implemented, and training provided where needed.
- Exercise duty of care, ensuring that safe working conditions and practices are always in place to minimise risks.
- Consult and cooperate with the Team Leaders, Coordinator and Manager on matters relating to workplace safety and health.
- 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:****Developed Skills in the following areas:**

- Supervision, coaching and feedback.
- Interpersonal skills to identify, address and progress issues experienced in the delivery of a compliance regime.
- Community consultation and stakeholder management skills and ability to establish and maintain relationships.
- Communication skills with proven ability to analyse information to 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 suite of programs.
- Organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.

Knowledge:

- The effective delivery of a compliance system (Local Laws and relevant legislation).
- Local Government Act, Public Property Local Law, Dog Act, Cat Act, and the enforcement of specific Local Government Local Laws.
- 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 customer responsive services in the community.
- Supervising a team including providing support or direction as required, coaching and feedback.

Qualifications / Clearances:

- Certificate IV in Local Government Regulatory Services or equivalent experience
- Current WA 'C' Class Driver's Licence
- Current Provide First Aid Certificate (HLTAID011 or equivalent)
- Satisfactory National Police Certificate (NPC) within last 3 months or appointment to position subject to ability to obtain satisfactory NPC

6. EXTENT OF AUTHORITY

- 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:

- Business Unit employees
- Business Unit supervisors and coordinators
- All employees

External:

- Ratepayers and the public
- WA Police Force
- Other local governments
- Emergency service authorities
- Public utilities
- Local schools
- Community groups
- Contractors

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	
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