



# APPLICANT INFORMATION KIT

*Compliance Officer*

*Closes: 4.00pm Friday 3 May 2024*

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The Copper Coast Council is offering an exciting opportunity for a Compliance Officer to join our team in a full time position. If you wish to proceed, the following helpful hints are provided to assist you with your application.

### **Making Inquiries**

Please take the time to read the position description found at the end of this document. After reading the position description if you have any inquiries regarding the position you can telephone the People & Culture Officer on 8828 1200 for further information.

### **Completing your Application**

1. Consideration for interview is based upon your clear demonstration that you meet the requirements for the position. **This will be achieved by clearly addressing the selection criteria.**
2. Attach a cover letter explaining your reasons for applying for the role and a current résumé which provides your relevant personal details (including your postal address), qualifications and work history.
3. You must include in your résumé the names and contact numbers of at least two (2) professional referees. They must be capable of commenting directly on your work performance. You are encouraged to contact your referees and inform them that they may be contacted in relation to your application for employment with the Copper Coast Council. The supply of referees' names is confirmation of your permission to contact the named persons.
4. Please complete the attached **Application Form** and submit this with your application.
5. **Do not** submit the attached Job Description and Selection Criteria with your application.
6. Please do not submit applications in plastic folders, do not use staples (paperclips are preferred) and do not include original documents.

### **Lodging your Application**

1. Applications must clearly state the position being applied for and addressed to the People & Culture Officer, Copper Coast Council, PO Box 396, KADINA SA 5554.
2. If hand delivered, they should be marked 'Private and Confidential' and addressed to People & Culture Officer and delivered to the Customer Service Counter at 51 Taylor Street, KADINA SA 5554.
3. Applications can also be lodged via email to [info@coppercoast.sa.gov.au](mailto:info@coppercoast.sa.gov.au)
4. Applications close **4.00pm Friday 3 May 2024.**

### **The Shortlisting process**

1. The Selection Panel (usually 2 or 3 people) will assess the requirements listed in the Position Description and selection criteria with the information provided in your application.
2. The preferred applicants will be shortlisted and contacted by phone to arrange an interview.

### **The Interview**

1. The interview process is a two way process. You will want to find out about the Copper Coast Council, what is involved in the role and if it will use your skills and experience. The panel will be evaluating you on your aptitude and motivation as well as your qualifications, skills

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and abilities. They will also assess how well you will fit with the culture of the Copper Coast Council.

2. The interview will consist of a series of questions based on the requirements of the position and to explore your experience. During the interview you will have the opportunity to explain and expand on the information provided in your application. The Selection Panel's task is to establish whether you possess the required skills or if you have the potential to acquire these skills within a reasonable time.
3. You are obliged to disclose at the interview any information you are aware of that could impair or impede your performance in the position and which will be considered by the panel.
4. You are encouraged to prepare some questions to ask the panel, so you leave the interview feeling confident about the details of the position.
5. You are not required to bring anything with you to the interview, however if you have samples of written work, education certificates, references etc. you are welcome to bring them.

### **Other Requirements**

1. If you are one of the Copper Coast Council preferred candidates, we will contact your referees to ascertain your suitability for the position. The information remains strictly confidential.
2. The Copper Coast Council has a duty of care under the Workplace Health Safety Act 2012 to ensure that you will not injure yourself or others while you are at work. This will be achieved through a pre-placement medical examination arranged by Copper Coast Council. The doctor will advise if there are any medical restrictions that need to be taken into consideration if you are appointed to the position. The Copper Coast Council will then decide whether those restrictions will affect your ability to undertake the role. Your medical records remain strictly confidential.
3. For some positions, a police clearance will be required, particularly if you are working closely with members of the public who are vulnerable or children. This information remains strictly confidential.
4. A driver's licence is also mandatory for some positions.

### **Notification**

All applicants will receive a letter of acknowledgement upon receipt of applications and unsuccessful applicants will be notified at the conclusion of the recruitment process.

Thank you for your interest in a position with the Copper Coast Council.

Dylan Strong  
**CHIEF EXECUTIVE OFFICER**

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**APPLICATION FORM**

**Compliance Officer**

<b>Surname (Block Letters):</b>	<b>Given Names:</b>	<b>Mr/Mrs/Ms/Miss</b>
<b>Home Address</b>		
<b>Postal Address:</b>		
<b>Mobile</b>	<b>Telephone</b>	<b>Email</b>
<b>How did you find this vacancy?</b> <i>Local Paper, Council Website, Seek etc.....</i>		

**Declarations:**

Privacy Act 1988:

I acknowledge that:

- The personal information provided in this application is collected for the purpose of assessing suitability for employment for the position stated above.
- Access is limited to use by Council employees and other authorised persons.
- Supply of the personal information is voluntarily supplied and non-supply may cause delay or inability to proceed in the processing of this form.
- The personal information will be stored in Council's system

Signature: ..... Date: .....

Have you any known condition, which the Council will need to accommodate either for interview or for you to perform the duties of the position for which you have applied? **Yes/No**

If so, please give details:

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To avoid any potential conflict of interest, please advise if you have any association with or connection to current members of staff or Councillors. Note this information is confidential and will be used to ensure the selection of an independent interview panel. **Yes/No**  
If yes, please indicate details

**Applicant Information Release**

I hereby authorise any person, educational institution, or company I have listed as a reference on my employment application to disclose in good faith any information they may have regarding my qualifications and fitness for employment. I will hold the Copper Coast Council, any former employers, educational institutions, and any other persons giving references free of liability for the exchange of this information and any other reasonable and necessary information incident to the employment process.

Signature: ..... Date: .....

I certify that all answers and statements on this application form and any attachments thereto are true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Council subsequently terminated.

Signature: ..... Date: .....

***NB: Please return this form with your Application***

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## SELECTION CRITERIA

<b>POSITION:</b>	Compliance Officer
<b>CLASSIFICATION:</b>	Level 2 - 3
<b>STATUS:</b>	Full Time
<b>AGREEMENT:</b>	South Australian Municipal Salaried Officers Award Copper Coast Council Enterprise Agreement (SAMSOA)
<b>DEPARTMENT:</b>	Development Services
<b>LOCATION:</b>	Copper Coast – All Areas
<b>APPROVING MANAGER:</b>	Müller Mentz

### KEY SELECTION CRITERIA

- Sound written and oral communication skills.
- Current drivers licence – 'C' class
- Sound knowledge of current Work Health & Safety Legislation and requirements.
- Authority to issue Penalty Infringement Notices.
- Demonstrated working knowledge of the Australian Road Rules relating to the enforcement of on-street parking related offences.
- Demonstrated understanding of relevant sections of the Local Government Act, as amended, to enforce parking regulations in Council's car parks.
- Demonstrated working knowledge of relevant acts and regulations required by the position.
- Developed knowledge of local government practices and administrative procedures.

### SPECIAL REQUIREMENTS

- Successful applicants may be required to prove their eligibility to work in Australia and undergo a medical assessment prior to finalisation of selection.

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## POSITION DESCRIPTION

<b>POSITION:</b>	Compliance Officer
<b>CLASSIFICATION:</b>	Level 2 - 3
<b>AGREEMENT:</b>	South Australian Municipal Salaried Officers Award Copper Coast Council Enterprise Agreement (SAMSOA)
<b>DEPARTMENT:</b>	Development Services
<b>LOCATION:</b>	Copper Coast – All Areas
<b>APPROVING MANAGER:</b>	Müller Mentz
<b>DATE APPROVED:</b>	April 2024

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Our Vision is to become ***South Australia's lifestyle location of choice***, this position is an important part of our team taking steps towards fulfilling that vision.

We are committed to ensuring that staff work in an environment that is built on values that underpin the way we behave. These values are reflected in our Strategic Plan and apply to staff and Elected Members.

As an employee of the Copper Coast Council staff are required to reflect these values in the way they carry out their role and will be part of ongoing discussions to ensure the values are understood and reflecting in the way things are done at the Copper Coast Council.

## **Our Values**

### Communication

- ◆ Listen, consult, consider
- ◆ Respond in a timely manner with a **'yes'** or **'no'**
- ◆ We will let you know if we can't meet our commitment within the agreed timeframe
- ◆ Through advanced notice, we will keep you informed of what we are up to

### Being welcoming

- ◆ We will be friendly, smile and acknowledge you
- ◆ We will put ourselves out to meet you where you are at, so you feel comfortable.
- ◆ We will be approachable

### Teamwork

- ◆ We will work together to provide the best possible service
- ◆ The community is our priority

### Considered innovation

- ◆ Being proactive with new ideas whilst respecting our heritage

### Environment

- ◆ We will promote green spaces
- ◆ Reduce waste
- ◆ We will keep CC towns clean and tidy
- ◆ Recycling and Reuse will be encouraged
- ◆ We will provide a 'safe' environment for all ages and capabilities.

### Integrity

- ◆ We will be really open and honest in all of our dealings
- ◆ Be respectful to all

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- ◆ Be professional
- ◆ We will do what we commit to

#### Inclusive

- ◆ Open minded
- ◆ Non judgemental
- ◆ Everyone treated equally
- ◆ Community involvement in local projects

#### Responsible

- ◆ Provide reliable services
- ◆ We will be accountable for our actions
- ◆ Consistent level of service
- ◆ Community confidence that staff are willing, trained and have the equipment to do their work properly.
- ◆ If we are unsure, we will seek the help to ensure our work is completed correctly

## Role Purpose and Objectives

This role will promote compliance with and understanding of legislation administered by Council. The Compliance Officer will deal promptly and accurately with investigations of complaints in relation to compliance matters and assist with the processing of expiation notices. It will be the responsibility of the Compliance Officer to provide administrative support as directed by the Senior Compliance Officer.

## Organisational Relationships

<b>Reports to:</b>	Senior Compliance Officer
<b>Internal Liaisons:</b>	All Council staff and Councillors
<b>External Liaisons:</b>	Ratepayers, residents, general public, contractors, government authorities, consultants and professional associates.

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## Key Responsibilities and Functions

- Assist the Senior Compliance Officer to ensure the equitable application of Council's policies and statutory obligations in regard to compliance with parking regulations, littering laws, goods displayed on the footpath, and outdoor dining throughout Copper Coast Council.
- To ensure that developers, commercial entities and individuals comply with relevant planning conditions and any other relevant legislation that may apply to development as directed by the Senior Compliance Officer, Coordinator Planning, Building & Compliance or the Director Development Services.
- Enforce parking regulations, by patrolling and enforcing allocated patrol routes and issuing infringement notices where appropriate, to ensure the acceptable turnaround of parking spaces & boat ramps within the Copper Coast Council.
- Accurately and legibly complete infringement notices.
- Develop and maintain the data base for unregistered dogs and expiation notices.
- Action infringement notices for unregistered dogs as directed by the Senior Compliance Officer, Coordinator Planning, Building & Compliance or the Director Development Services.
- Investigate, report, resolve and/or undertake appropriate enforcement action regarding complaints relating to development, land use and other regulated activities within the Copper Coast Council in accordance with relevant legislation, Council approvals and policy.
- Research prior incidents and precedent with regard to resolution of contravention issues for application to current cases.
- Provide accurate research, reports and recommendations relating to enforcement matters.
- Liaise with property owners and associated stakeholders to obtain information, negotiate and take relevant action to ensure compliance with permit restrictions and applicable legislation.
- Maintain a diary of actions and events that may be used in legal proceedings.
- Assist with the initial formal enforcement action on behalf of the Council, including issue of notices, pursuant to relevant legislation when directed by the Senior Compliance Officer, Coordinator Planning, Building & Compliance or the Director Development Services.
- Give evidence in the event of Court or Tribunal proceedings on behalf of the Council when required when directed by the Senior Compliance Officer, Coordinator Planning, Building & Compliance or the Director Development Services.
- Assist with the preparation of correspondence to complainants and offenders in relation to land use contraventions and unauthorised construction.
- Maintain the compliance/enforcement register relevant to environment services compliance matters.
- Ensure correspondence is replied to and follow up any works to be undertaken within the guidelines of the Customer Service Standards.
- Assist with the provision of the Annual and 3-monthly Port Hughes & Wallaroo Boat Ramp permits.
- Respond to enquiries regarding the 3<sup>rd</sup> party parking app and any questions or concerns from Council staff or general public on boat ramp parking/launching.
- Ensure compliance with the Environment Protection Policies within the Copper Coast Council.
- Ensure compliance with Council By-laws in the community.
- Any other reasonable duties as directed by your Line Manager within the scope of this role.

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*Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.*

## Work, Health and Safety

Assist in the provision of a safe working environment for all employees of Council in accordance with the Work Health & Safety Act 2012 by:

- Performing duties, in accordance with the Regulations', Council's Codes of Practice, Policies and Procedures.
- Participate in safety training in consultation with the Work, Health, Safety & Risk Coordinator.
- Assist with regular audits of work procedures, equipment and workplaces.
- Monitor occupational health and safety within the area of responsibility.

As a matter of personal interest, and as a legal obligation, all employees have the responsibility of ensuring nothing is done to make health and safety provisions less effective. In particular, each employee shall:

- take reasonable care to protect their own health and safety at work;
- ensure that they don't endanger any other person through any act or omission at work;
- ensure that correct use is made of all equipment provided for health and safety purposes;
- obey all instructions issued to protect their own personal health and safety and the health and safety of others;
- ensure that they are not, by the consumption of alcohol or a drug, in such a state to endanger their safety at work or the safety of any other person at work;
- report all accidents, or near misses, to their supervisor, and report or make such recommendations to their supervisors as they deem necessary to avoid, eliminate or minimize any hazards of which they are aware regarding working conditions/methods;
- be encouraged to participate in the election of Work, Health, Safety Representatives
- keep their work area tidy; and
- ensure the appropriate protective clothing (PPE) is worn at all times and is suitable for the duties being undertaken.

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## Key Selection Criteria

### Qualifications and experience

- Sound knowledge of current Work Health & Safety Legislation and requirements.
- Authority to issue Penalty Infringement Notices.
- Demonstrated working knowledge of the Australian Road Rules relating to the enforcement of on-street parking related offences.
- Demonstrated understanding of relevant sections of the Local Government Act, as amended, to enforce parking regulations in Council's car parks.
- Demonstrated working knowledge of relevant acts and regulations required by the position.
- Developed knowledge of local government practices and administrative procedures.

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- Knowledge of Windows based databases and applications for the production of a wide range of documents.
  - Excellent writing skills to enable accurate documentation within limited/agreed timeframes.
  - Developed analytical, investigative and problem-solving skills.
  - Good negotiation and advocacy skills.
  - Well-developed customer service skills for face to face, telephone or e-mail interactions.
  - Understanding of the economic, political and social issues relating to the local government environment.
  - Ability to project manage multiple and complex projects, and review and prioritise as organisational priorities change.
  - Previous experience in Local Government Regulatory Services and/or training or relevant experience in a similar role.
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### Licenses and mandatory requirements

- Current South Australian Driver's License

### Responsibility, Accountability & Authority

#### Training

- Attend training courses including compulsory training with a registered training provider as approved by the Coordinator Planning, Building & Compliance or the Director Development Services.
- Attendance at conferences, seminars, workshops and other training activities as appropriate to maintain an awareness of trends and issues and keep up to date with changes in legislation which may impact on Council as approved by the Coordinator Planning, Building & Compliance or the Director Development Services.

#### Extent of Authority

- Work outcomes are monitored and clearly defined.
- Works under direction with assistance being regularly available.
- Freedom to act within standards and procedures and able to exercise judgement and initiative in routine tasks.

#### Accountability

- Maintain/update all relevant information within agreed timeframes.
- Ensure confidentiality of all relevant documents/activities.
- Able to manage timing, planning and organising of own work.
- Demonstrate behaviour consistent with our organisation's values.

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## Quality & Continuous Improvement

- It is desirable that the incumbent is studying for an appropriate certificate or undertaking either internal or external training as directed and approved by the Coordinator Planning, Building & Compliance or the Director Development Services.

## Records Management

- Responsible and accountable for adequately managing the corporate records created as part of the role according to Council policies, procedures and relevant legislation.

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