Position Description
Ranger

Classification	Level 5
Status	Full Time
Reports to	Senior Ranger
Position Objective	To be an active and visible presence as part of an efficient and effective Ranger service that achieves high standards of compliance with statutory obligations and promotes well-being, safety and respect in the community.
Last Review Date	June 2023

About the Team

The Town's Ranger Service is responsible for parking and vehicle control, protection of public amenity, pet registration, animal control, and fire risk management throughout the district. It seeks to achieve high standards of compliance with statutory obligations by taking an "education-first", whilst also promoting well-being, safety and respect in the community.

Role Responsibilities

- Deliver frontline regulatory and compliance services in accordance with relevant legislation, local laws and Council policies, ensuring the safety, amenity and wellbeing of the community.
- Undertake proactive and reactive patrols, inspections and site visits to monitor compliance and respond to service requests.
- Administer and enforce legislation relating to animal management parking control, fire prevention, litter, abandoned and derelict vehicles, illegal camping, disused materials, graffiti, and other statutory responsibilities.
- Administer and enforce legislation relating to animal management (including the seizure, impoundment, care, registration compliance and lawful release of dogs and cats), in accordance with the Dog Act 1976, Cat Act 2011 and associated regulations.
- Conduct investigations in a fair, impartial and evidence-based manner, including gathering statements, collecting evidence, preparing briefs of evidence and recommending enforcement action.
- Exercise delegated authority to issue warnings, infringements, directions and other statutory notices as appropriate.
- Represent the Town in legal proceedings, including attendance at court and provision of evidentiary material.
- Provide professional advice, education and direction to residents, businesses and community groups to promote voluntary compliance.
- Respond to customer enquiries (in person, telephone and on-site) in a timely, respectful and solutions-focused manner in accordance with the Town's Customer Service Charter and privacy obligations.
- Contribute to community safety initiatives, law enforcement programs and public education campaigns.
- Support the delivery of community events and provide operational support during emergencies or high-risk incidents.
- Provide technical advice and guidance to internal stakeholders on Ranger Services matters.
- Contribute to the review and development of local laws, policies and operational procedures, and assist in the implementation of new services or regulatory programs.
- Maintain accurate records in accordance with the Town's Records Management procedures.
- Perform other duties as directed, consistent with the scope and classification of the position.

All workers must demonstrate a strong commitment to work health, safety, and wellbeing by taking care / action to ensure own safety and the safety of others by complying with WHS legislative requirements as well as Town of Bassendean policies, procedures, guidelines, instructions, and safety management systems.

Other Job Requirements

The Town will assess applications and suitability against the above role responsibilities, leadership capability requirements and other requirements below.

- Completion of the Regulatory Officer Compliance Skills 1 and 2, or equivalent (essential)
- Well-developed verbal and written communication skills (essential)
- Current WA “C” class driver’s licence (essential)
- Current National Police Clearance (essential)
- Previous Local Government experience (desirable)
- Possession of a Certificate IV in Local Government (Regulatory Services) (desirable)
- Completion of First Aid training (desirable)
- Completion of Basic Worksite Traffic Management course (desirable)

Agreement

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the job.

As the **employee**, I have reviewed and accept the statement of duties.

Name	Signature	Date	Checked by HR

As the **Manager** I have reviewed and confirm this is a current and relevant document.

Name	Signature	Date	Checked by HR

Capability Requirements

The following Capability Framework describes 16 capabilities across five core groups. Together the capability groups set out the core knowledge, skills, abilities and other attributes expected of this position.

1. Personal Attributes

Manage Self *Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning*	✓ Initiates action on team/unit projects, issues and opportunities ✓ Accepts and tackles demanding goals with drive and commitment ✓ Seeks opportunities to apply and develop strengths and skills ✓ Examines and reflects on own performance ✓ Seeks and responds well to feedback and guidance
Display Resilience and Adaptability *Express own views, persevere through challenges, and be flexible and willing to change*	✓ Is flexible, showing initiative and responding quickly to change ✓ Accepts changed priorities and decisions and works to make the most of them ✓ Gives frank and honest feedback / advice ✓ Listens when challenged and seeks to understand criticisms before responding ✓ Raises and works through challenging issues and seeks alternatives ✓ Stays calm and acts constructively under pressure and in difficult situations
Act with Integrity *Be honest, ethical and professional, and prepared to speak up for what is right*	✓ Acts honestly, ethically and with discretion and encourages others to do so ✓ Sets a tone of integrity and professionalism with customers and the team ✓ Supports others to uphold professional standards and to report inappropriate behaviour ✓ Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct ✓ Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Demonstrate Accountability *Take responsibility for own actions, commit to safety, and act in line with legislation and policy*	✓ Is prepared to make decisions within own level of authority ✓ Takes an active role in managing issues in the team ✓ Coaches team members to take responsibility and follow through ✓ Is committed to safe work practices and manages work health and safety risks ✓ Identifies and manages other risks in the workplace

2. Relationships

Communicate & Engage *Communicate clearly and respectfully, listen, and encourage input from others*	✓ Tailors content, pitch and style of communication to the needs and level of understanding of the audience ✓ Clearly explains complex concepts and technical information ✓ Adjusts style and approach flexibly for different audiences ✓ Actively listens and encourages others to provide input ✓ Writes fluently and persuasively in a range of styles and formats
Community & Customer Focus *Commit to delivering customer and community focused services in line with strategic objectives*	✓ Demonstrates a sound understanding of the interests and needs of customers and the community ✓ Takes responsibility for delivering quality customer-focused services ✓ Listens to customer and community needs and ensures responsiveness ✓ Builds relationships with customers and identifies improvements to services ✓ Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Work Collaboratively *Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity*	✓ Contributes to a culture of respect and understanding in the organisation ✓ Creates an atmosphere of trust and mutual respect within the team ✓ Builds cooperation and overcomes barriers to sharing across teams/units ✓ Relates well to people at all levels and develops respectful working relationships across the organisation ✓ Identifies opportunities to work together with other teams/units ✓ Acts as a resource for other teams/units on complex or technical matters

Influence & Negotiate *Persuade and gain commitment from others, and resolve issues and conflicts*	✓ Builds a network of work contacts/relationships inside and outside the organisation ✓ Approaches negotiations in the spirit of maintaining and strengthening relationships ✓ Negotiates from an informed and credible position ✓ Influences others with a fair and considered approach and sound arguments ✓ Encourages others to share and debate ideas

3. Results

Plan & Prioritise *Plan and organise work in line with organisational goals, and adjust to changing priorities*	✓ Consults on and delivers team/unit goals and plans, with clear performance measures ✓ Takes into account organisational objectives when setting and reviewing team priorities and projects ✓ Scopes and manages projects effectively, including budgets, resources and timelines ✓ Manages risks effectively, minimising the impacts of variances from project plans ✓ Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Think & Solve Problems *Think, analyse and consider the broader context to develop practical solutions*	✓ Draws on numerous sources of information, including past experience, when facing new problems ✓ Demonstrates an understanding of how individual issues relate to larger systems ✓ Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports ✓ Uses rigorous logic and a variety of problem-solving methods to develop workable solutions ✓ Anticipates, identifies and addresses risks and issues with practical solutions ✓ Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Create & Innovate *Encourage and suggest new ideas and show commitment to improving services and ways of working*	✓ Produces new ideas, approaches or insights ✓ Analyses successes and failures in the organisation for insights to inform improvement ✓ Identifies ways in which industry developments and trends impact on own business area ✓ Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation ✓ Identifies, shares and encourages suggestions for organisational improvement ✓ Experiments to develop innovative solutions
Deliver Results *Achieve results through efficient use of resources and a commitment to quality outcomes*	✓ Takes responsibility for the quality and timeliness of the team's work products ✓ Ensures team understands goals and expectations ✓ Shares the broader context for projects and tasks with the team ✓ Identifies resource needs, including team, budget, information and tools ✓ Allocates responsibilities and resources appropriately • ✓ Gives team members appropriate flexibility to decide how to get the job done

4. Resources

Finance *Be a responsible custodian of council funds and apply processes in line with legislation and policy*	✓ Uses basic financial terminology appropriately ✓ Considers the impact of funding allocations on business models, projects and budgets ✓ Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition ✓ Prepares and evaluates business cases with due regard for long term financial sustainability ✓ Applies high standards of financial probity with public monies and other resources • Identifies, monitors and mitigates financial risks

Assets & Tools *Use, allocate and maintain work tools appropriately and manage community assets responsibly*	✓ Contributes quality information about council and community assets to asset registers ✓ Prepares accurate asset maintenance and replacement costings in line with council plans and policies ✓ Is aware of asset management risks and actions to manage and mitigate these
Technology & Information *Use technology and information to maximise efficiency and effectiveness*	✓ Selects appropriate technologies for projects and tasks ✓ Identifies ways to leverage the value of technology to achieve outcomes ✓ Ensures team understands their obligations to use technology appropriately ✓ Ensures team understands obligations to comply with records, information and knowledge management requirements
Procurement & Contracts *Understand and apply procurement processes to ensure effective purchasing and contract performance*	✓ Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers ✓ Delivers open, transparent, competitive and effective procurement processes ✓ Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met ✓ Takes appropriate actions to manage and mitigate procurement and contract management risks