



POSITION DESCRIPTION

Title : **TEAM LEADER – RANGER SERVICES**

Section : **OPERATIONS**

1. POSITION IDENTIFICATION

Title: Team Leader – Ranger Services

Classification: Level 7 of Local Government Industry Award 2010

Section: Operations

2. POSITION OBJECTIVES

- To supervise and coordinate Ranger Services to provide a highly efficient quality service to Shire of Coolgardie residents and visitors.
- The Shire of Coolgardie's enforcement standards shall reflect the community's need and expectation in quality of customer service and the application of timely and accurate application of Council's Regulatory requirements. To provide a high level of customer service to the community and public, through the provision of education and advice on, and the administering of the Shire's Local Laws, policies, and relevant Statutory Regulations.
- Administration of local enforcement of the relevant Acts relating to dog handling, abandoned vehicles, litter fire prevention, off road vehicles, Local Laws and other areas to assist making our community a safer place.
- The Shire of Coolgardie is also responsible (directly or indirectly) or supports for maintenance, control and operation of various Council properties and this position may require organise, co-ordinate, administer and oversee work as directed by the Director of Operations and in conjunction with other Council sections or external parties.
- The Shire of Coolgardie is also responsible for enforcement of a wide variety of laws and operation of various services and facilities and this position involves providing the Director of Operations with general support and services to ensure those services and facilities are operating effectively.

3. KEY DUTIES AND RESPONSIBILITIES

- Supervise the work of other staff and ensure performance and annual reviews are completed on time and within the code of conduct and other internal policies.
- Monitor workflow and generate monthly statistical reports on Ranger activities for the Director of Operations and Council.
- Establish sectional programs and procedures.
- Develop projects, set project priorities, plan and organise own and sectional work.
- Carry out assessment, investigations and reporting to Director of Operations regarding Ranger Services.
- Ensure relevant systems are updated and utilised effectively.
- Ensure that plant and equipment as provided is maintained in good working condition, suitable for the purpose for which it is to be used.
- Lead and contribute to a positive team environment.
- To coordinate daily functions of the Rangers team, to deliver exceptional internal and external customer service in accordance with regulatory requirements.
- Liaise with other Shire Departments in relation to matters pertaining to Ranger Services.
- Provide Council and the public with an effective and accurate decision making and advice on local law enforcement matters.
- Attend to front counter and telephone customer enquiries.
- Provide a high level of internal and external customer service and comply with the Shire's customer service standards and core value's
- Provide professional advice and assistance on Ranger matters and maintain effective communication to other Council divisions, the public, developers, State Government departments and consultants, and effectively supervise Ranger Services generally.
- Set rosters and allocate daily tasks for the Ranger Team.
- Generate educational material to assist with the generation of press releases to ensure community members and visitors are informed of relevant policy and legislative requirements.
- Liaise effectively with relevant court, tribunal, legal counsel where appropriate.
- Assist and carry out the following functions:-
 - Animal Control
 - Parking and vehicles
 - Litter
 - Emergency Management
 - Bush Fire Control
 - General Law Enforcement relating to community safety and Ranger Services
 - Camping
 - Trading in Public Places
- Process Trading Licences for approval and ensure operation of traders is compliant with legislation and policy.
- Ensure efficient processing of enforcement actions and infringements pertaining to relevant legislation and local laws on matters in accordance with delegated authority and make recommendations as necessary.
- Perform security patrols of Council facilities as and when required.
- Generate reports, provide advice for Committee and Council meetings as required.
- Perform appropriate administrative duties.
- Undertake Emergency Management duties as required from time to time.
- Other duties as directed

Roster/Employment Conditions

- The Shire may not be able to grant leave during peak periods due to the operational requirements of the role.
- Some after hours and weekend work may be required.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

Occupational Health and Safety

- To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at workplaces.

And as relevant:

- Proactively comply with all Shire OSH Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA OSH Act 1984, OSH Regulations 1996, all other relevant Regulations, Codes of Practice and Australian Standards.
- As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the OSH Act.
- Must report to their manager, supervisor, OSH Representative, HR and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- Actively promote and participate in the Work Injury Management Program
- Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. ORGANISATIONAL RELATIONSHIPS

Responsible to : Director of Operations

Supervisor of : Ranger

Internal Liaison : Chief Executive Officer
Shire staff

External Liaison : General Public
RSPCA
Fire and Emergency Services
WA Police Services
Security Firms
Local Schools

Local Business's

As directed by the Director of Operations on projects being undertaken by your department and other Departments that require communications with contractors, service providers and agencies to meet the objectives of the community and Council.

6. EXTENT OF AUTHORITY

- Operates under the general direction of the Director of Operations within established guidelines and policies of Council as well as statutory provisions of the various Acts and other legislation.
- Able to make recommendations on the development of appropriate policies of ranger services within the Shire.
- Freedom to act is limited by standards and procedures.