

<b>POSITION TITLE:</b>	Compliance Officer (Local Laws)	<b>CLASSIFICATION:</b>	Band 5
<b>REPORTS TO:</b>	Coordinator Compliance	<b>DIRECTORATE</b>	Planning & Place
<b>DEPARTMENT:</b>	City Business	<b>TEAM:</b>	Local Laws

## OUR STRATEGIC CONTEXT



## PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

## VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

## VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

## COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

## HOW YOUR ROLE CONTRIBUTES

This position plays a role in managing the amenity within the municipality, as governed by the Stonnington Local Law and other relevant legislation. Responsibilities include responding to community concerns, investigating complaints and gaining compliance with City of Stonnington's Local Laws, State Government Acts, relevant legislation and Regulations. This role will have you issuing permits and breach notices, conducting inspections, responding to call-outs, and coordinating assessments across Council departments. Applications can be complex, requiring multidisciplinary knowledge and collaboration.

The position will carry out a variety of duties, ensuring minimal impact on Council amenity and preserving community safety. This involves liaising with internal and external stakeholders and exercising sound judgment.

As an Authorised Officer appointed by Council, this role facilitates community compliance with Local Laws and relevant legislation. It involves investigating complaints and breaches, providing accurate advice to the Coordinator and stakeholders, proposing practical solutions, and applying penalties where necessary to ensure that development activities comply with Council requirements and contribute positively to community amenity.

RESPONSIBILITIES	KEY OUTCOMES
Workload management	<ul style="list-style-type: none"> <li>Facilitate multiple jobs simultaneously, prioritising tasks to minimise disruption to Council amenity and maintain community standards.</li> <li>Provide accurate, timely and informed advice to the Coordinator, Manager and other relevant stakeholders.</li> </ul>
Technical expertise	<ul style="list-style-type: none"> <li>Provide effective administration of Council's Local Law and other relevant legislation and policies applicable to the maintenance of amenity for the Stonnington community.</li> <li>Administer amenity protection activities across the municipality, including issuing permits, notices for breaches, and undertaking site inspections.</li> <li>Respond to call-outs and community concerns related to compliance and public safety.</li> <li>Investigate complaints and breaches, gather evidence, and apply penalties or escalate enforcement action as appropriate.</li> <li>Propose and implement practical, compliant solutions where issues are identified.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>Provide a courteous, high quality service to customers, and internal and external stakeholder at all levels.</li> <li>Respond to general enquiries with a high level of professionalism, accuracy and timeliness</li> <li>Liaise effectively with internal and external stakeholders to ensure clear communication and timely resolution of issues.</li> </ul>

## KEY WORKING RELATIONSHIPS



Direct reports: Nil

Internal: City Business, City Planning, Transport &amp; Parking, Asset Management, City Operations and City Projects

External: Stonnington community

## REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> <li>Competence in providing basic advice or regulating basic client interactions within established guidelines, with some understanding of the implications of decisions</li> </ul>
Judgement and decision making	<ul style="list-style-type: none"> <li>Exercise sound judgement in the interpretation and application of legislation, policies, and procedures.</li> <li>Balance regulatory responsibilities with community expectations, using a fair and consistent approach.</li> <li>Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.</li> </ul>
Specialised knowledge and skills	<ul style="list-style-type: none"> <li>Experience in a statutory administrative background with working knowledge of building practices and administrative procedures in Local Government and the building industry.</li> <li>Understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management.</li> </ul>
Management Skills	<ul style="list-style-type: none"> <li>Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines.</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>Ability to work autonomously and as part of a multi-disciplinary team, contribute to a positive team environment</li> <li>Skilled in addressing issues and mediating conflicts appropriate to the role, promoting positive outcomes and mutual understanding.</li> <li>A strong customer focus with demonstrated ability to communicate to a wide range of culturally diverse customers.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>Experience in interpreting relevant legislation, reviewing applications and enforcing the Local Law</li> <li>Experience in a statutory administrative background with working knowledge of compliance and administrative procedures in Local Government.</li> <li>Well-developed IT skills, with working knowledge of the Microsoft Office Suite, and exposure to GIS Mapping technologies</li> <li>Drivers Licence</li> <li>Working With Children Check</li> </ul>
Capability Framework: Level 1 Foundational	Capabilities are the essential skills and behaviours needed for effective role fulfilment, represented as observable actions.

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
Change	Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in

## WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise   We are Responsive   We are Transparent   We are Consistent   We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: January 2026