

POSITION TITLE	Rapid Response Officer	CLASSIFICATION	Appendix 10
REPORTS TO	Team Leader Street Cleaning		
DEPARTMENT	Rapid Response		

## OUR STRATEGIC CONTEXT



VISION	Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.
COUNCIL PLAN	A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.
VALUES	Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

## HOW YOUR ROLE CONTRIBUTES

The purpose of this position is to deliver first-call response services to the Stonnington Community with immediate attendance and assessment of resources required.

It provides on-site customer service by quickly responding to risks and amenity complaints received by Council's Service Centres and contributes to the improved safety and amenities of the municipality and its residents and visitors.

This position will represent Council to provide an interface for Stonnington businesses, community and Business Associations to provide a proactive approach to identifying and attending to response issues.

RESPONSIBILITIES	KEY OUTCOMES
Rapid Response	<ul style="list-style-type: none"> <li>» Actively respond to any public realm service issues requiring resolution as identified by the Service Centre or during pro active inspections within established practices and procedures</li> <li>» Undertake systematic routine inspections of the municipal district to proactively identify, fix or report matters requiring Council attention</li> <li>» Assist in identifying and rectifying minor non-compliance issues in consultation with Local Laws team in precincts (e.g. illegal signage, street furniture, unauthorised displays) before they escalate, providing frontline observations and quick resolutions where possible.</li> <li>» Ability to swiftly identify hazards in the public realm, ensuring risks to the community are effectively mitigated through timely and practical on-site responses to 'make safe'. Refer further works to the appropriate Council department.</li> </ul>
Community Issues	<ul style="list-style-type: none"> <li>» Represent Council by providing a positive and professional image in all dealings with the community, providing a courteous and amicable customer service focus at all times.</li> <li>» Act as an additional presence in the municipality to observe, report and support early intervention on anti-social behaviour, unregistered street trading, or emerging hot spots requiring Local Laws or Police escalation</li> <li>» Provide an interface between the After Hours Field Officers/Emergency After Hours Service and the Rapid Response Unit (RRU) and other departments to ensure a seamless service to customers, resolve issues that don't require enforcement for example minor obstructions, repeated low level complaints or assist in identifying ambiguous public realm concerns.</li> </ul>
Business Liaison	<ul style="list-style-type: none"> <li>» Be a point of contact for Stonnington businesses, Business Association representatives and customers for them to report issues and concerns in their precinct</li> <li>» Identify, respond and rectify matters in activity centres within the municipality and liaise with Stonnington's Economic Development team as required.</li> <li>» Provide support with Seasonal/Event based issues: Support compliance and events officers during periods of high activity such as festivals, trading peaks and compliance campaigns.</li> </ul>

## KEY WORKING RELATIONSHIPS



Direct reports: N/A

Internal: Local Laws, Waste Management, Infrastructure Maintenance, Facilities Management, Economic Development

External: community, contractors, businesses, Business Associations

## REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> <li>» The position is accountable for the immediate response to requests for service that are either internally or externally generated. The position is required to immediately visit the identified site, assess the type of</li> </ul>
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	<p>response required and complete or report the task to the relevant Council department. Requests are to be actioned within 48 hours of receipt.</p> <ul style="list-style-type: none"> <li>» This position is required to undertake enforcement activities and associated tasks in accordance with Council's Local Law, The Local Government Act and defined procedures, systems and processes. The Officer will be authorised under the Local Government Act as an Authorised Officer.</li> </ul>
Judgement and decision-making	<ul style="list-style-type: none"> <li>» This position is required to use judgement and initiative to analyse information and situations and choose the most appropriate action or method of achieving a successful outcome. This position will be required to solve day-to-day problems using established procedures and guidelines for the Rapid Response Unit.</li> <li>» Guidance and advice is always available from the Coordinator Waste Management within the timeframe to make an appropriate decision</li> </ul>
Specialist knowledge and skills	<ul style="list-style-type: none"> <li>» Ability to repair, remove and manage minor physical problems within the municipality.</li> <li>» Ability to identify and safely mitigate potential risks in the field.</li> <li>» An understanding of Local Government functions and services.</li> <li>» Ability to investigate, gather information, report and refer matters as appropriate.</li> <li>» Ability, with correct training provided, to enable set up of appropriate minor traffic management around identified hazards</li> <li>» Good organisational skills to achieve the objectives of the position within predetermined timelines.</li> <li>» Current driver's license.</li> </ul>
Management skills	<ul style="list-style-type: none"> <li>» Skills in managing time, setting priorities, planning and organising one's own work in order to achieve agreed objectives.</li> <li>» Required to set priorities amongst competing demands for service and within daily timeframes.</li> <li>» Ability to train other staff in the roles and functions of Local Government including health and safety.</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>» Ability to effectively communicate with residents, traders, staff and service providers from external agencies and contractors</li> <li>» Ability to utilise Council IT systems to report and document outcomes and progress to relevant departments, closing the loop on customer and internal requests</li> <li>» Ability to participate successfully in a team environment with an understanding of Local Government functions and services.</li> <li>» Building a rapport with community, businesses and the Business Associations in the major precincts in order to build trust and confidence in Council's ability to respond to and make safe incidents on the street.</li> <li>» Developing relationships with departments across Council to ensure a comprehensive customer service is met</li> <li>» Strong customer service ethic.</li> </ul>
Qualifications and experience	<ul style="list-style-type: none"> <li>» Trades qualification or relevant experience in undertaking minor physical tasks and dealing with a vast range of situations of varying complexity in order to achieve an acceptable customer service outcome.</li> <li>» Traffic Management or ability to obtain</li> <li>» Manual handling or ability to obtain</li> <li>» Current Drivers Licence</li> </ul>

## WHAT WE ARE ALL RESPONSIBLE FOR



## Service Promises

- » We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

## 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.

## 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.

## 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.

CITY OF STONNINGTON

# Success Profile



City of  
STONNINGTON



**Stonnington.**

Work that matters.  
People who make  
a difference.