

Administration Officer – Community Safety & Rangers

Classification:	Level 2/3
Agreement:	The Shire of Broome Inside Staff Enterprise Agreement
Department:	Health, Emergency and Rangers
Directorate:	Development Services
Location:	Administration Office
Date reviewed:	September 2024
Approved by:	Manager Health Emergency & Ranger

Commitment to the Shire

Our Vision for the Shire of Broome

A future, for everyone.

Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive</i>	Proactive, forward thinking, open-minded and innovative.
<i>for Everyone</i>	for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

Position Purposes and Objectives

To provide effective administrative and customer service support to the Shire of Broome in the Development Services Directorate with a specific focus on the administration underpinning the regulatory services and the administrative management of Community Safety and Ranger services in line with legislative requirements and Council Policy.

Position Key Responsibilities and Duties

Corporate / Organisational:

Role Purpose:

- To provide efficient administrative support in Community Safety and Rangers Team as well as Development Services Directorate and undertake a full range of duties associated with confidential administrative, financial and executive support and any related services as directed.
- Provide detailed support and services including data entry, research, typing, permit renewals, correspondence, bookings, grant applications, reports and preparation of monthly Community Safety and Ranger Services statistics.
- Understanding of Community Safety and Ranger processes and legislation allowing for the role to act as primary interface on Community Safety and Ranger enquiries.
- Administer and review SynergySoft infringement module. Complete scheduled procedures and produce final demand correspondence as required.
- Process annual Community Safety and Rangers annual registration payments, fees and charges and daily payments as required.
- Process all Community Safety and Ranger Parking Notices from the Artificial Intelligence (Aero Ranger) vehicle and all Ranger services related infringements. Administer the Department of Transport (DoT) and police driver and information requests and administer the Shire's Fines Enforcement Registry (FER) process keeping submissions up to date.
- Assist with administrative processes for impounds of vehicles, shopping trolleys, A-Frame signs and general goods and animal impounds. Liaise with Animal Welfare Agencies on impounded animals/pets by following the right impound and adoption procedures.
- Manage the Veterinary and Shire of Broome Memorandum of Understanding (MOU) and Animal Welfare Agencies MOUs as required.
- Processing of items of a confidential and sensitive nature for all officers, as well as minute taking at Community Safety and Ranger Services meetings, working groups and related forums as required.
- Triage incoming ranger jobs and allocate to the appropriate officer for action.
- Assist with general Community Safety and Ranger related counter and telephone enquiries as well as provide general advice/assistance and administrative support to the Team.
- Undertake delegated authority functions such as maintaining and updating registration database and regularly update administrative procedure documents relating to Community Safety and Ranger services.
- Participate in continuous improvement across the directorate and contribute to the development of procedures / policies for event management and reserve bookings for effective administrative support.

- Assist with maintenance and update of the Development Services Directorate's sections of the Shire's website.
- Assist the Customer Service Team and provide assistance and administrative support to Development Services staff when required to backfill vacancies.
- Manage the Shire's Corporate Credit Card and undertake purchases for the Directorate subject to relevant policies and within agreed authorisation limits.
- Ensure professional conduct is of the highest standard in accordance with Council's Code of Conduct and policies as adopted and modified from time to time.
- Undertake special projects within skill base and qualifications.
- To undertake other duties as directed or as required from time to time.

Organisational Responsibilities

Human Resource Management

- When required relieve positions within the department during periods of absences.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure Annual Performance Review is completed on time and within the bounds of the Shire Performance Review Policy.

Occupational Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at OSH Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Organisational:

- Contributes to the achievements of the Directorate generally.
- To undertake special projects within skill base and qualifications when required.

Organisational Relationship/Context

Reports to:	Manager, Health, Emergency & Rangers
Supervises:	NA
Internal Contacts:	Coordinator Community Safety & Rangers, Rangers and all staff as required.
External Contacts:	Veterinary Animal Welfare organisations Councillors Ratepayers Members of the public Government Agencies Other Local Governments Business and professional groups Consultants, Contractors and Suppliers
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually

Please note: it is a requirement of all Shire roles that the successful applicant is able to provide a National Police Clearance valid within three months, as well as submit to a drug and alcohol test as part of pre-employment screening.

Key Selection Criteria

Essential:

- High level of customer service including problem solving skills.
- Minimum Certificate 3 in relevant qualification or demonstrable experience in a similar role.
- Advanced Word Processing skills, computer literacy and high proficiency in data entry.
- Previous experience working on administrative role and knowledge of Community Safety and Rangers functions with developed verbal and written communication skills.
- Developed interpersonal and customer service skills including the ability to handle difficult customers under stressful situations and able to effectively communicate with a wide range of stakeholders from a diverse background.
- Self motivated and able to apply initiative.
- Resilience and the ability to work under pressure, use initiative and manage competing priorities to deal with and manage emotionally charged situations to influence positive outcomes.
- Ability to be a positive influence within the team and on the organisation.
- Demonstrated energy and passion for service to a community.
- Able to exercise discretion with confidential matters.

Desirable:

- Previous Local Government experience
- Experience in Microsoft Word, Excel spreadsheet and PowerPoint.
- Extensive experience with Synergy Soft infringement module.
- Knowledge in Fines and Enforcement Registry (FER)