

Position Description

TITLE	Infringement Review Officer
CLASSIFICATION	Band 5
SERVICE UNIT	Approvals & Compliance
DIRECTORATE	Planning & Environment
POSITION NO	442126
POSITION REPORTS TO	City Compliance Support Officer
DATE REVIEWED	November 2018

POSITION OBJECTIVE

The purpose of the role is to provide timely and accurate assessment of applications for a review of a decision to issue an infringement notice by Manningham City Council. The role would support a range of work areas including the City Compliance Team, Planning Enforcement Team and the Environmental Health Team.

CORPORATE RESPONSIBILITIES

Manningham City Council (MCC) expects all employees to:

- display MCC's Values: working together, excellence, accountable, respectful, empowered
- act in accordance with the Employee Code of Conduct
- adhere to all MCC policies, procedures and guidelines as required
- adopt risk management principles in all decision-making processes and apply in day-to-day activities
- comply with all Occupational Health & Safety policies
- apply the principles of Equal Opportunity in the workplace
- display a willingness to work towards Continuous Improvement.

KEY RESPONSIBILITIES

1. Infringement Reviews

- Undertake timely and accurate assessment of applications for a review of a decision to issue an infringement notice by Council's Compliance Officers.
- Carry out administrative processes associated with the infringement management process.
- Provide technical advice and written responses to queries from MCC stakeholders in line with legislative guidelines and Council policies and procedures, explaining review outcomes and addressing any customer concerns.

- Consider and process other applications that arise from the infringement process, as required.
- Attend to telephone and counter enquiries on behalf of the Unit relating to infringement reviews.
- Maintain, collate and analyse infringement data and prepare reports as required by Council and other statutory bodies from time to time.
- Maintain the operation of the infringements system (Property & Rating), including all of the aspects of penalty notice processing, the production of reminder notices and lodgement with Fines Victoria and Magistrates' Court.
- Prepare Court Briefs and other Court related administration tasks as required.

2. Administration Support

- When required, provide general administrative and telephone support to the Unit which supports and enhances the programs which are delivered to our customers.

POSITION REQUIREMENTS

Accountability and Extent of Authority

- Responsible for providing accurate and timely infringement review services to the Approvals & Compliance within relevant regulations.

Judgement and Decision Making

- Administrative processes are defined by clear guidelines.
- Discretion to improve administrative processes and procedures in order to improve service delivery.
- Guidance is usually available.

Specialist Knowledge and Skills

- Solid understanding of infringements principles and practices that support the infringement processes and court systems, specifically within the Local Government enforcement area.
- Accuracy in data entry and administration and the ability to work within defined procedural guidelines.
- Excellent computer skills, including Microsoft Office, Property & Rating or other local government software package, TRIM document management system and Customer Feedback systems.
- An ability to work independently, and within a team context.
- Self-motivated and receptive to change.
- An ability to initiate new tasks/projects relevant to the role.

Management Skills

- Ability to manage time, set priorities and organise work outputs.
- Ability to use initiative and respond to diverse work demands.
- Demonstrated ability to meet deadlines.

Interpersonal Skills

- Excellent verbal and written communication.
- Excellent Customer Service skills.
- Ability to prepare reports in relation to infringements for internal and external use.
- Ability to listen & communicate organisational perspectives.
- Understand and demonstrate values, which build and maintain effective relationships with others and which contribute to a culture of teamwork and cooperation are essential.

**Qualifications
and
Experience**

- Ability to make fair and impartial judgments working within the legislative framework.
- Demonstrate a high level of resilience when reinforcing the law and Council policies within the context of the issuing of infringement notices.
- Degree or diploma in relevant field and/or demonstrated experience in infringement processes within a Local Government field are desirable, but ability and willingness to learn and develop a knowledge base is essential.
- Excellent customer service and administration skills.
- A good understanding of legal practices as relevant to infringements/Court processes or willingness to develop knowledge as required.
- Drivers licence valid in Victoria.

PREREQUISITES

- Drivers licence valid in Victoria

KEY SELECTION CRITERIA

1. Solid understanding of infringement principles and legal practices that support the infringements processes and courts systems.
2. Degree or diploma in relevant field and/or demonstrated experience. Exposure to Local Government processes highly desirable.
3. High level of accuracy in data entry and administration and the ability to work within defined procedural guidelines.
4. Excellent customer service and administration skills.
5. Excellent verbal and written communication.
6. Excellent computer skills, including Microsoft Office, Property & Rating or other local government software package, TRIM document management system and Customer Feedback systems.
7. Well-developed organisational, time management skills and the ability to work with changing priorities in a high pressure/high volume area.