

WHITEHORSE CITY COUNCIL

Position description

Job title: Community Laws Officer	
Classification: Band 5	Effective Date: December 2025
Reports to: Team Leader Community Laws	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Community Laws Officer position administer and enforce a range of Acts and Regulation including animal management, building site compliance, fire prevention, litter enforcement, nuisance related issues, safety and amenity and local laws. The role protects the community by addressing public safety and amenity issues within the City of Whitehorse.

Key Responsibilities

- Investigate, enforce and/or prosecute against breaches of the Local Law, relevant Acts and Legislation, in accordance with documented processes and procedures.
- Have knowledge and understanding of Relevant Acts, Regulations, and Local Laws, codes of practice, Council policies and standard operating procedures.
- Ability to interpret and administer relevant Acts, Regulations, Local Laws, policies and procedures as they relate to the role.
- Investigate animal related matters including dog attacks to ensure compliance within the community and safety of residents.
- Contributing to and participating in community education strategies.
- To promote awareness, educate, provide advice and guidance to stakeholders and the community in understanding the problems and issues associated with all matters relating to legislative requirements.
- Strong time management skills, with the ability to effectively plan, prioritise, and organise tasks to meet deadlines.
- Achieve positive compliance outcomes using thorough, effective and efficient investigation techniques.
- Conduct formal interviews of alleged offenders and witnesses that are professional and effective.
- Liaise efficiently with internal Council officers and departments, external stakeholders, and relevant state and local government authorities.
- Providing a support service for School Crossing Supervisors, incorporating training, mentoring and conducting audits.
- Inform and educate the community, liaise with key stakeholder groups on issues relating to the Local Law, Acts and Regulations and other relevant Legislation.
- Investigate and resolve customer enquiries and complaints in accordance with legislative requirements and departmental timeframes, with the ability to keep all required parties informed throughout the process.
- Respond to and collect wandering/stray, contained animals and transport to Council's animal pound provider.
- Compile briefs of evidence and when required appear as the informant for matters on behalf of Council.
- Participate in after-hours work including the on-call roster and other after-hours work as required.
- Other duties as directed.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A valid Victorian driver's licence
- A Certificate IV in Statutory Compliance/Animal Management (or willing to obtain) and/or experience in a relevant discipline
- Ability to interpret relevant Acts, regulations, codes of practice, procedures and practices used within a regulatory environment
- A good understanding of the environment, safety and amenity in relation to Community Laws issues and the affects it has on the public
- Investigative skills including the collection of evidence, conducting interviews, obtaining photographs and samples for analysis.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Demonstrable skills in the use of portable (handheld) computer technology
- Well-developed computer literacy skills
- Well-developed skills in the use of mobile technology
- Demonstrable use of Organisational applications and property databases.

Interpersonal

- Demonstrable skills in written and oral communication. including strong attention to detail and preparation of routine reports and external correspondence
- Ability to engage effectively with internal and external stakeholders to gain cooperation and support.
- Excellent conflict resolution skills.
- Ability to provide a high level of professionalism and customer service
- Ability to represent the organisation's interests in external forums.
- Ability to manage multiple tasks and varying workloads efficiently while maintaining effectiveness under pressure.
- Ability to work independently and within a team environment.

- High level of confidentiality required.
- Ability to discuss issues, resolve problems and make informed recommendations.
- Maintain a professional appearance and ensure Council-provided uniform, vehicle, and equipment are kept in accordance with corporate and departmental policies.

Key Selection Criteria

1. A Certificate IV in Statutory Compliance/Animal Management is desirable (or willing to obtain) and/or several years relevant experience in a regulatory area
2. Demonstrated experience in conducting investigations, gathering evidence and/or case management
3. Experience in the interpretation and application of the relevant legislation, regulations and/or Local laws
4. Excellent written and verbal communication skills
5. Any experience or exposure to handling animals

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Animal management	Frequently	
Hand/Arm Movement Tasks involve use of hand/arms	Animal collections and administration type work	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Animal management	Occasionally	
Standing Tasks involve standing in an upright position	Field work such as inspections	Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Field work	Occasionally	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Site inspections, proactive patrols and promotional activities	Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Animal collections	Frequently	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Animal collections	Occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Keyboard Duties Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Using computers, reading legislation and using hand held devices	Frequently	

Any other relevant comments: