Position Description

Position Title	Team Leader Ranger
Position Number	RANG10
Directorate	Community Development
Business Unit/s	Community Safety
Reports to	Coordinator Rang and Patrol Services
Classification	Level 7 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision
A sustainable City with a local focus.

Mission Statement
To serve our community by delivering efficient, responsive and sustainable service.

Values
The City of Stirling's core values are:



Reporting Relationships

This position reports to Service Lead Community Safety Operations.

Business Unit Objective

To provide a highly visible and responsive Community Safety service in partnership with the Community to contribute to a safe and secure lifestyle and sustainable city.

Position Overview

- Supervise a team of Rangers to deliver on the City's strategic objectives as follows:
  - Our Communities - 1.3 Work with the community to create a safer City.
- Lead the delivery of a visible and responsive Ranger service that is engaging within the community, intelligence- driven and proactive to the demands of the evolving customer.
- Administer and enforce the various relevant Acts, Regulations and Local Laws relating to Ranger Services, provide excellent customer service to both external and internal customers regarding community safety matters.

The City will be a leader in community safety, addressing crime and antisocial behaviour and working with the community to make people feel safer, visiting and working in the City of Stirling.

Position Objectives

Leadership

- Supervise team in the field to provide leadership, coaching, feedback and performance management to ensure team members meet the required outcomes of their position.
- Provide advice and guidance to team on more complex ranger issues.
- Encourage and motivate team to achieve a high standard of service.
- Collaborate with Senior Community Patrol Officers to ensure seamless Community Safety operations and support where required.

- Facilitating the efficient use of technology by team including mobile computing, GPS and other related systems.
- Investigate and address complex enquiries to work towards resolution of complaints and ensure effective complaint management resolution processes.
- Monitor key performance service metrics and lead team to ensure effectiveness against required outcomes.
- Support and assist in the development and implementation of a dynamic flexible rostering and scheduling system for the Ranger Services Team.
- Promote and ensure compliance with relevant WS&H practices and principles and that safe work practices are adhered to.

Operational

- Perform the duties of Fire Control Officer during critical incidents.
- Recruitment, retention and performance management of team.
- Promoting and ensuring compliance with relevant acts, regulations, local laws, policies and procedures and safety requirements and implementing any changes to State Acts and the City's local laws.
- Review and recommend files for court prosecution.
- Monitor prosecution outcomes to identify trends in court decisions.
- Attending to general ranger duties including enquiries and complaints received concerning the various responsibilities undertaken.
- Interpretation, administration and enforcement of relevant Acts, regulations and Local Laws including:
    - Dog Act 1976
    - Bush Fires Act 1954
    - Litter Act 1979
    - Off Road Vehicles Act
    - City Parking Local Laws
    - Local Government Act 1995
    - Cat Act 2011
    - Other related Acts and Local Laws
- Efficiently and accurately utilise mobile computing, GPS technology and other related systems.
- Providing excellent customer service to both external and internal customers regarding community safety matters, ensuring complaints are investigated and completed within set guidelines.
- Attending to enquiries and complaints received concerning animals including:
    - Impounding unregistered and stray dogs/cats
    - Encouraging and ensuring the registration of all dogs/cats.
    - Investigating, reporting and initiating action with respect to dog attacks.
    - Service of warrants to seize dogs
    - Capture of aggressive dogs

- Preparation of prosecution briefs and statement of facts.
- Dangerous dog property inspections
- Ensuring compliance with the Dangerous dog Declarations
- Dog noise investigations

- Inspecting vacant land to ensure adequate firebreaks have been cleared in accordance with provisions of the Bush Fires Act.
- Enforcing the provisions of the Litter Act and investigate complaints.
- Assessing, processing and effectively managing the operational aspects of Private Property Agreements with stakeholders in the City.
- Researching and contributing advice/comments in development applications relating to the provision of parking for proposed commercial developments within the City.
- Undertake patrols and enforcing of parking restrictions across the City including but not limited to the checking of clearways, school parking and other high demand parking areas.
- Ensure Ticket Machines are fully operational, and signage is correct prior to issuing infringements. Report any faults identified as soon as possible.
- Apply consistent interpretation and enforcement of the City's Parking Local Law and related legislation when issuing parking infringements in accordance with established procedures.

Continuous Improvement

- Proactively generates and implements creative and innovative ideas and solutions.
- Leverages learning's and root-cause analysis to facilitate continuous improvement and improve internal understanding of customer needs to enhance performance.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Identify, manage, review and report on Risk in line with the City's Risk Management Framework.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.

- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Certificate in Municipal Law Enforcement or equivalent.	Essential
Bush fire control officer certification.	Essential
Knowledge, Skills, Experience & Abilities	
Highly developed leadership skills and an ability to supervise and coach team members.	Essential
High level interpersonal skills including negotiation and conflict resolution skills.	Essential
Intermediate skills using MS Office Suite (Word, Excel, Outlook, Powerpoint).	Essential
Demonstrated problem solving skills and the ability to exercise professional judgement in a lawful and accountable way.	Essential
Ability to facilitate, lead and supervise a team and operate effectively in a team environment.	Essential
Excellent communication (both written and verbal), including the ability to display tact and sensitivity.	Essential
Extensive experience in Local Government Law enforcement, investigations, prosecution.	Essential
Extensive animal management/handling experience.	Essential
Experience in leading teams.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date		Officer	
Last reviewed/Modified	Date	11 November 2024	Officer	Manager Community Safety