

Position Description

Position Title	Community Patrol Officer
Directorate	Community Development
Business Unit/s	Community Safety
Reports to	Senior Community Patrol Officer
Classification	Level 5 – 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

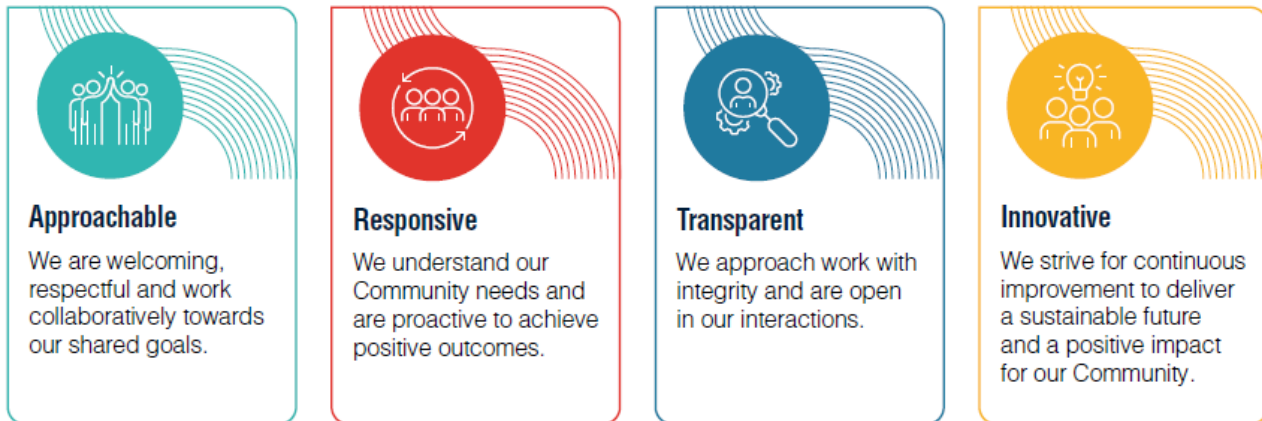
A sustainable City with a local focus.

Mission Statement

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

Values

The City of Stirling's core values are:



Reporting Relationships

Reports to the Senior Community Patrol Officer.

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

- Undertake community safety patrol services (7 days a week, 24 hours a day) to deliver on the City's strategic objectives as follows:
 - Our Communities - 1.3 Work with the community to create a safer City.
- Deliver a visible and responsive Community Patrol 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, where required, and 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

Operational

- Patrol designated areas to deter and report on crime and antisocial behaviour in the district of the City of Stirling.
- Patrol designated areas within the City of Stirling identifying and reporting on issues of concern such as:
 - Suspicious activities.
 - Damage and faults.

- Graffiti.
 - Obstructions.
 - Matters covered by Local and State legislation; and
 - Issues that detract from the neighbourhood streetscape amenity.
 - And where issues are not actioned and resolved in a timely manner, report them to Senior Community Patrol Officer.
- Undertake inspections and attend to City of Stirling building alarms and report on incidences as detailed within documented Service Level Agreements for various Business Units of the City.
 - Attend to complaints and calls for attendance and either resolve or refer as necessary.
 - Liaise and assist WA Police as required, sharing relevant information.
 - Efficiently and accurately utilise mobile computer technology and other related systems.
 - Maintain all relevant records as required, including logbooks and incident report books and record all phone calls.
 - Ensure key performance service metrics are met to ensure effectiveness against required outcomes.
 - Collaborate with Team Leader Ranger/s and Ranger/s to ensure seamless Community Safety operations and support where required.
 - Undertake the provision of ranger related services, in consultation with the Senior Community Patrol Officer, outside of core operating hours and ensure they meet the expectations of the community.
 - Ensure compliance with relevant WHS practices and principles and that safe work practices are adhered to.
 - Undertake CCTV monitoring, dispatch room functions and aid deployment of a high demand operations group to priority areas where required.

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.
- 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

Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Certificate II in Security Operations.	Essential
Current WA Security Officers Licence issued under the Security and Related Activities (Control) Act 1996	Essential
Knowledge, Skills, Experience & Abilities	
Customer focused by confidently engaging with the community, and an ability to problem solve difficult situations to achieve the positive outcomes.	Essential
Experience in security or related industry, with an understanding of local community safety and security issues.	Essential
Experience with mobile patrols and response to alarms and using CCTV systems and related technology.	Essential
Developed communication and interpersonal skills including the ability to effectively manage conflict situations and negotiate positive outcomes effectively.	Essential
Excellent communication (both written and verbal), including the ability to display tact and sensitivity.	Essential
Demonstrated problem solving skills and the ability to exercise professional judgement in a lawful and accountable way.	Essential
Other	
Current WA 'C' Class Driver's Licence.	Essential
Current National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date February 2023	Officer	Manager Community Safety
Last reviewed/Modified	Date August 2024	Officer	Team Leader- Community Patrols