

Ranger



Reports to: Manager Planning & Regulation

Location: Coonabarabran

Branch: Planning & Regulation

Grade: E

Band/Level: 2/1

The Ranger is a frontline position within Council, responsible for ensuring regulatory compliance and community safety. The role requires a positive, approachable and outgoing individual who can deliver quality outcomes for the community through regulatory enforcement, effective customer service, conflict resolution and problem-solving. Rangers play an important role in protecting the local environment, promoting responsible animal ownership, maintaining public order, and safeguarding community wellbeing.

This position does not carry management responsibilities but does require teamwork, planning of tasks, and initiative in recommending improvements to streamline systems and customer service.

The role includes participation in an on-call roster to respond to emergency matters such as stock on roads or serious dog attacks.

Core Responsibilities

- **Animal Management**
 - Lifetime registration and microchipping of companion animals.
 - Collection, impounding and care of roaming/straying animals.
 - Management of barking dog complaints, missing/found registers and dangerous/menacing/restricted dogs.
 - Dog attack investigation and preparation of evidence for court.
 - Pound operations, including care, rehousing and euthanasia of animals when required.
- **Public Order and Safety**
 - Routine patrols of public land to monitor and regulate illegal camping, littering, illegal dumping, signage, and use of prohibited areas.
 - Response to abandoned vehicles, overgrown allotments and straying stock, including impounding where necessary.
 - Liaison with NSW Police on issues such as dog attacks, parking enforcement, stock management and abandoned vehicles.
 - Providing advice and education to the community to promote voluntary compliance.
- **Regulatory Enforcement**
 - Issuing of Notices, Orders and Penalty Infringement Notices in line with relevant legislation (Companion Animals Act 1998, Companion Animals Regulation 2008, Impounding Act 1993).
 - Preparing briefs of evidence for legal proceedings and attending court as required.
 - Investigating general community complaints, ensuring fair, timely and transparent outcomes.
- **Customer Service and Engagement**
 - Acting as a first point of contact for community concerns about safety, animals, waste, signage and related matters.
 - Providing accurate information and education to improve compliance and customer experience.
 - Contributing ideas for improvement of systems, processes and service delivery.

These core responsibilities are not an exhaustive list of duties, and the job holder may be required to undertake a variety of duties within the limits of their skill, competence and training.

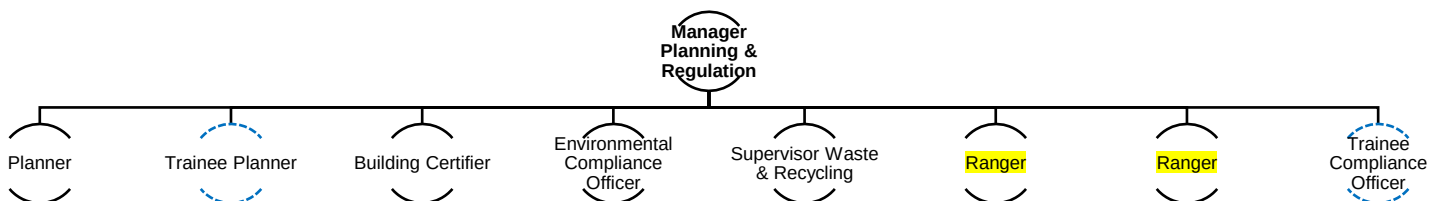
WHS Responsibilities

- Follow Council's WHS policies and procedures as instructed
- Ensure their actions do not adversely affect the health and safety of themselves or any other person
- Report all WHS hazards and incidents to their supervisor as soon as possible
- Participate in all required WHS training
- Follow all reasonable directions from supervisors, managers and others in regard to safety.

Position Factors

Autonomy	4. Typically has the freedom to select from procedural alternatives to complete tasks which may have some complexity.
Internal Impact	2. Decisions usually impact own work and from time to time that of a few others.
External Impact	3. Influences externally through the provision of trade/technical services to external parties in line with council standards.
Budgeting	3. Considerate of their own cost implications.
Analysis	4. Analysis of situations is typically straightforward but requires some judgement to select an appropriate approach from available alternatives.
Planning	4. Ongoing planning is required typically a week or so in advance in order for the jobholder to effectively contribute to work programs.
Writing	4. Typically prepares standard written communication using pre-populated fields, prescribed formats or precedents. Supervisory guidance may be sought.
Teamwork	3. Shares information and coordinates with co-workers to achieve outcomes.
Service	3. The jobholder provides services, which may involve some complexity, to internal/external customers according to standards set by management. Persuasion and diplomacy may be required to solve unusual/complex situations.

Our team



Do you have what it takes?

- Demonstrated experience or strong interest in regulatory, compliance or law enforcement work.
- Ability to interpret and apply relevant legislation, regulations and Council policies.
- Strong interpersonal skills with the ability to manage conflict, negotiate outcomes and build rapport with diverse stakeholders.
- Proven problem-solving and investigation skills, including preparing reports, statements and evidence.
- Demonstrated ability to work independently, plan tasks and manage competing priorities.
- Good written and verbal communication skills.
- Current NSW Class C Driver Licence.
- Willingness to participate in an on-call roster for emergency compliance matters.
- It is a plus if you have:
 - Previous experience in animal handling and welfare.
 - Qualifications in Local Government Regulatory Services, Animal Control, Investigations, or related field.

- Experience in preparing briefs of evidence for court and appearing as a witness.
- Understanding of local government operations, particularly in a rural/regional setting.

To be a good fit in this role, you will possess some key characteristics:

- **Community-focused:** Able to balance enforcement with education and empathy, aiming for solutions that benefit the community.
- **Resilient and adaptable:** Comfortable dealing with difficult situations, including conflict, emergencies and distressed community members.
- **Team-oriented:** Works collaboratively with colleagues, other Council departments, and external agencies.
- **Professional integrity:** Demonstrates fairness, consistency and impartiality in decision-making.
- **Initiative-driven:** Looks for ways to streamline processes and improve service delivery.
- **Safety-minded:** Prioritises the safety of self, colleagues, the public and animals at all times.

You will:

- | | |
|---------------------------------------|--|
| • Display resilience and adaptability | <ul style="list-style-type: none"> • Adapt quickly to changed priorities and organisational settings • Welcome new ideas and ways of working • Stay calm and focused in difficult situations • Persevere through challenges • Offer own opinion and raise challenging issues |
| • Communicate and engage | <ul style="list-style-type: none"> • Focus on key points and communicate in 'Plain English' • Clearly explain and present ideas and technical information • Monitor own and others' non-verbal cues and adapt where necessary • Listen to others when they are speaking and asks appropriate, respectful questions • Show sensitivity in adapting communication content and style for diverse audiences |
| • Deliver results | <ul style="list-style-type: none"> • Take the initiative to progress own and team work tasks • Contribute to the allocation of responsibilities and resources to achieve team/project goals • Consistently deliver high quality work with minimal supervision • Consistently deliver key work outputs on time and on budget |
| • Technology and Information | <ul style="list-style-type: none"> • Show confidence in using core office software and other computer applications • Make effective use of records, information and knowledge management systems • Support the introduction of new technologies to improve efficiency and effectiveness |

The fine print

This is a full-time position based at Coonabarabran.

The usual hours of work for the Ranger roles are

Week 1 - 7.30 am – 4.30 pm Monday – Thursday

7.30 am – 4.00 pm Friday

Week 2 - 7.30 am – 4.30 pm Monday – Wednesday

7.30am – 4.00 pm Thursday

A ten minute break (paid) is provided for morning tea and half an hour (unpaid) for lunch.

Please note that lunch breaks should generally commence within 5 hours of starting work (ie approximately 12.00pm). Council operates a 9-day fortnight with one rostered day off per

fortnight. Employees are entitled to four weeks annual leave and fifteen days sick leave per annum.

You may be required to start on the job (ie be at the work site rather than at the depot) at the starting time. You may also be required to finish on the job. A travel allowance is payable when starting or finishing on the job 3 km or more from the depot.

Health Monitoring Requirements

This position currently has the following mandatory requirements:

- Hepatitis A and B vaccinations and immunity testing at least every 10 years after vaccination or pursuant to current medical advice
- Bi-annual audiometric (hearing) testing

In addition, Council recommends that you consult your doctor as to whether you require a tetanus booster and if so, encourages you to have the vaccination.

You are also eligible for paid:

- Flu vaccinations – Council runs an annual vaccination program, usually during May
- Bi-annual skin cancer checks as part of Council's program
- Q Fever vaccination

Some vaccinations may be offered only as part of an annual program and you are encouraged to ask a member of Human Resources if you have any questions.

What's in it for you?

Here are some of what to expect:

- Great leave opportunities
 - Long service leave after 5 years
 - 1 RDO every 2 weeks
 - Paid parental and concurrent parental leave
 - Carer's leave
 - 3 weeks sick leave per year including up to 2 days health and wellbeing leave each year
 - Purchase additional leave or cash out leave
- Wellness – we want you to be at your best self so you and your immediate family members have access to our employee assistance program with TELUS Health One
- Generous uniform allowance per the current *Corporate Uniform Policy* and Personal Protective Equipment as provided for in the *PPE and Clothing Policy*.
- Salary packaging options to optimise your pay
- Access to thousands of free online training courses
- Mobile phone allowance available if you bring your own device
- Free annual flu vaccinations and bi-annual skin cancer checks available
- Weekly pay cycle

We strive to create a diverse and inclusive culture where everyone feels safe, valued and they belong. Council is proud to be an equal opportunity and child safe employer.