



POSITION DESCRIPTION

PART 1 – POSITION DETAILS

Position Title:	Compliance Officer
Classification Level:	Torres Shire Council Certified Agreement 2022 QLGIA (Stream A) Division 2, Section 1 - Level 3.1 – 3.4
Industrial Instruments:	Torres Shire Council Certified Agreement 2022
Date prepared/ Updated:	December 2025
Position Purpose:	<p>The Compliance Officer is responsible for the day-to-day, consistent, professional and compliant delivery of Regulatory Services to the community.</p> <p>The role supports effective customer service and addresses routine and escalated matters in accordance with Council procedures and statutory requirements.</p>
Reports To (Position Title):	Senior Compliance Coordinator
Roles Reporting to This:	Nil
Key Relationships / Interactions:	<ul style="list-style-type: none">• Senior Compliance Coordinator• Manager Regulatory Services• Director Projects, Planning & Environment• Human Resources• Other Council staff• Community• Local, State and Commonwealth Government departments
Decision Making Authority:	<p>The Chief Executive Officer, in accordance with the provisions of the <i>Local Government Act 2009</i>, will delegate authority to exercise such powers, delegations and judgements as determined necessary from time to time to enable the effective fulfilment of the requirements of the position.</p> <p>The position is accountable to the Senior Compliance Coordinator, Manager Regulatory Services and the Director Planning & Governance Services with regard to the implementation of Local Laws, planning, environment and building legislation, declared pests and other legislation as required.</p>

PART 2 – KEY RESPONSIBILITIES

Key Result Areas	
Core Responsibilities	<p>1. Communication and Stakeholder Engagement</p> <ul style="list-style-type: none">• Communicate effectively with internal and external stakeholders, including Council staff, government agencies and members of the public, ensuring information provided is clear, accurate and appropriate to the audience.• Use appropriate formal and informal communication methods when engaging with stakeholders, adjusting communication style to suit individual needs and levels of understanding.



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| | <p>2. Service Delivery & Customer Management</p> <ul style="list-style-type: none">• Deliver Regulatory Services in a professional, timely and consistent manner, ensuring positive and respectful interactions with the community.• Provide accurate Regulatory (Local Laws) information to the public, respond to enquiries and complaints, and identify real or potential risks for appropriate action.• Manage routine customer enquiries, complaints and incidents in accordance with Council service standards, policies and procedures, escalating matters where required. <p>3. Operational Support</p> <ul style="list-style-type: none">• Undertake compliance and enforcement activities as directed, including inspections, investigations and follow-up actions in accordance with Council procedures.• Maintain accurate records, documentation and reports relating to compliance activities and customer interactions <p>4. Compliance & Conduct</p> <ul style="list-style-type: none">• Ensure own conduct complies with Council's Code of Conduct, policies, procedures and operational guidelines.• Identify, address and report non-compliance in accordance with Council policies and legislative requirements. <p>5. Environmental & Workplace Responsibilities</p> <ul style="list-style-type: none">• Carry out work activities in a manner that minimises and prevents environmental harm associated with Regulatory Services operations.• Follow environmentally responsible work practices and report environmental risks or incidents in accordance with Council procedures <p>6. Local Law Administration & Enforcement</p> <ul style="list-style-type: none">• Administer and enforce the following Council Local Laws in accordance with approved procedures:<ul style="list-style-type: none">▪ Local Law No. 00 (Cemeteries)▪ Local Law No. 1 (Administration)▪ Local Law No. 2 (Animal Management)▪ Local Law No. 3 (Community and Environmental Management)▪ Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads)▪ Local Law No. 9 (Jetties, Barge Loading Ramps and Boat Ramps)• Apply enforcement actions consistently and fairly in accordance with Council policies, delegations and statutory requirements. <p>7. Legislative Compliance</p> <ul style="list-style-type: none">• Undertake Local Laws enforcement activities are undertaken in accordance with relevant State legislation, including but not limited to:<ul style="list-style-type: none">▪ Animal Management (Cats and Dogs) Act 2008▪ Environmental Protection Act 1994 |
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	<ul style="list-style-type: none">▪ Biosecurity Act 2014▪ Waste Reduction and Recycling Act 2011 <ul style="list-style-type: none">• Escalate complex, sensitive or high-risk matters to the Senior Compliance Coordinator as required and in a timely manner. <p>8. Policy Enforcement</p> <ul style="list-style-type: none">• Enforce Council's Water Restrictions and other relevant policies in accordance with approved procedures and delegations. <p>9. Assist in Education</p> <ul style="list-style-type: none">• Assist with the organisation and delivery of community education activities relating to animal management and other Local Laws matters.• Assist with preparation and distribution of educational materials including fact sheets, posters and notices. <p>10. General</p> <ul style="list-style-type: none">• Assist in the operation of Council's Animal Pound, including the maintenance and safe use of animal control equipment.• Carry out euthanasia of animals when appropriately licensed and authorised.• Assist the visiting vet as needed.
Supervisory Responsibilities	Nil
Communication & Interpersonal Responsibilities	<ol style="list-style-type: none">1. Effectively communicate with different levels of the organisation from Mayor, Councilors, Directors, managers, team members, operational staff, government agencies and the public.2. Apply both formal and informal communication strategies varying style to suit the needs of the stakeholder.3. Ensure service delivery or interaction with our customers is focused on providing information to the community, resolving problems immediately and mitigating the risk of potential problems.4. Comply with Council's Code of Conduct.
Legislative Responsibilities	<ol style="list-style-type: none">1. Comply with the Council's policies and procedures concerning recordkeeping as adhered to in own sections.2. Comply with Council's policies and with all relevant legislation, including:<ul style="list-style-type: none">• <i>Local Government Regulation 2012</i>• <i>Public Sector Ethics Act 1994</i>• <i>Industrial Relations Act 2016</i>• <i>Workplace Health and Safety Act 2011;</i>• <i>Workplace Health and Safety Regulation 2011;</i>• <i>Workers Compensation and Rehabilitation Act 2003</i>• <i>QLD Crime and Corruption Act 2001</i>• <i>Commonwealth Disability Discrimination Act 1992;</i>• <i>Commonwealth Age Discrimination Act 2004;</i>• <i>Commonwealth Racial Discrimination Act 1975</i>• <i>Commonwealth Sex Discrimination Act 1984</i>• <i>Environmental Protection Regulation 2019;</i>• <i>Environmental Protection Regulation 1998;</i>• <i>Anti-Discrimination Act 1991;</i>



	<ul style="list-style-type: none">• <i>The Public Records Act 2023;</i>• <i>Public Interest Disclosure Act 2010.</i>• <i>Human Rights Act 2019</i>
Workplace Health and Safety Responsibilities	Comply with the Workplace Health & Safety Act, Regulations, Codes of Practice and Council's Safe Plan systems, Safe Work statements, Policies and Procedures. Ensure all accidents and potential hazards are appropriately reported in a timely manner.
Confidentiality and Privacy	<ol style="list-style-type: none">1. Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised or otherwise gained by the employee in the course of employment, completely confidential, even after completion of employment.2. Ensure compliance with:<ul style="list-style-type: none">• <i>Right to Information Act 2009</i>• <i>Information Privacy Act 2009</i>
Environmental Responsibilities	<ol style="list-style-type: none">1. Comply with Council's Policies and Procedures to assist in the elimination and prevention of the risk of environmental harm due to the workplace or workplace activities2. Provide input into and comply with Council's strategic and operational activities in such a manner as to minimise, and where possible avoid, adverse effects on the environment and social surroundings.
Financial Responsibilities	Comply with Council's Procurement Purchasing Policy and processes to ensure the section uses public funds in an efficient manner to achieve the optimum value for funds expended.

PART 3 – PERSON SPECIFICATION

Qualifications & Experience
<ol style="list-style-type: none">1. Demonstrated written communication skills sufficient to prepare accurate operational reports, enforcement documentation, records and complaint responses in accordance with Council requirements.2. Demonstrated verbal communication and interpersonal skills to engage professionally with members of the public, Council staff, contractors and external agencies regarding Local Laws, environmental matters and legislative requirements.3. Demonstrated ability to manage and resolve conflict, including handling complaints and difficult customer interactions in a calm, professional and procedurally fair manner, and escalating matters when required.4. Demonstrated organisational and time-management skills, including the ability to prioritise own workload, meet service delivery timeframes and manage competing demands in an operational environment.5. Demonstrated ability to apply and interpret legislation, Local Laws, policies and procedures, or the capacity to rapidly acquire and apply this knowledge when undertaking compliance and enforcement activities.6. Demonstrated ability to work collaboratively, including liaising with other Council departments, government agencies or external authorities as required to support compliance and enforcement activities.7. Willingness to undertake training in animal euthanasia, where required as part of Council's animal management responsibilities.8. Demonstrated experience or capability in animal handling, including the safe use of animal control equipment in accordance with Council procedures and legislative requirements.



- 9. Possession of a current Class "C" Driver Licence.**
- 10. Possession of, or willingness to undertake and complete, relevant qualifications in Local Government Regulation, Compliance or a related field.**
- 11. Ability to successfully complete required training and certification relevant to Local Laws enforcement and compliance duties.**
- 12. Possession of, or ability to obtain, a Firearms Licence (Category A & B) under the Queensland Weapons Act, where required for authorised pest management or enforcement activities.**
- 13. Demonstrated knowledge of, or ability to acquire knowledge of, pest management practices, including relevant legislative, safety and environmental requirements.**

Technical Skills & Abilities

- 1. Demonstrated ability to prepare clear, accurate and well-structured reports and written correspondence, using plain English and in accordance with Council documentation standards.**
- 2. Demonstrated organisational skills, including the ability to manage own workload, prioritise tasks and meet operational timeframes.**
- 3. Demonstrated ability to use initiative within established policies, procedures and delegations to resolve routine compliance matters and identify issues requiring escalation.**
- 4. Demonstrated interpersonal and verbal communication skills to engage professionally and respectfully with members of the public, colleagues and external stakeholders.**
- 5. Ability to work effectively as part of a team, contributing to the achievement of operational objectives and service delivery outcomes.**
- 6. Demonstrated cultural awareness and understanding of *Ailan Kastom* and local cultural practices, with the ability to communicate respectfully within culturally diverse communities.**
- 7. Sound computing skills, including the ability to use Council information systems, databases and standard office software for record-keeping, reporting and communication.**

PART 4 – SELECTION CRITERIA

Essential Skills, Experience & Qualifications

- 1. Demonstrated experience in regulatory, compliance, enforcement, or local laws role.**
- 2. Sound understanding (or ability to rapidly learn) Council local laws and relevant state legislation.**
- 3. Ability to interpret and apply legislation and enforce delegated powers under local laws and relevant state laws.**
- 4. Ability to exercise professional judgement and initiative where procedures are not clearly defined.**
- 5. Well-developed interpersonal, negotiation and conflict management skills.**
- 6. High level communication skills (verbal and written), including communicating with a diverse range of people and report preparation.**
- 7. Strong investigative and analytical skills with ability to make sound decisions based on relevant legislation, Council policies and procedures.**
- 8. Hold a current 'C' class Driver's License.**
- 9. Working knowledge of Torres Strait Creole, or the ability and willingness to develop effective communication skills relevant to the local community.**