

Position Title	Ranger
Department	Planning
Unit	Regulatory Services
Team	Investigation Team
Supervises	0
Reports To	Team Leader Investigations
Grade Range	Grade F
Date Prepared	1/09/2025
Date Last Updated	21/10/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary purpose of position

Rangers play a vital role in our community by investigating and ensuring compliance with a broad range of Acts, Regulations, and Council Policies. Their responsibilities cover matters such as companion animals, unattended vehicles, environmental compliance, specific road rule provisions, commercial footway use, illegal dumping, and the use of parks and reserves.

By working closely with a diverse array of internal and external stakeholders, rangers deliver essential services to the public. Through community engagement, law enforcement, and educational initiatives, they strive to achieve positive outcomes and help maintain the high standards of our city.

Accountabilities

- Operate in a diversely complex and high tempo operational environment.
- Provide professional response to customer and stakeholder requests, within the required customer service charter guidelines.
- Educate, investigate and enforce compliance under the Companion Animals Act, including dog attack incidents.
- Manage and transport companion animals in accordance with legislation, policy and WHS requirements.
- Investigation and management of unattended items and vehicles.
- Parking and Road Regulation compliance.
- Heavy vehicle enforcement.
- Illegal dumping investigation.
- Investigation and enforcement of breaches under the Environmental Planning and Assessment Act.
- Commercial footway use policy compliance.
- Building site compliance with respect to noise complaints and sediment and erosion controls.
- Produce evidence in Court proceedings.
- Issue of Orders and Directions pursuant to legislative provisions.
- Work collaboratively with internal and external stakeholders.
- Demonstrate sound negotiation and conflict resolution skills.
- Working under a 7 day rotating shift roster pattern

- Special event compliance.
- Investigate and monitor unauthorised use of parks and reserves.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Act with Integrity	Adept	• Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Personal Character		
Safety and Accountability	Intermediate	• Follows through reliably and openly takes responsibility for own actions • Understands delegations and acts within authority level • Is vigilant about the use of safe work practices by self and others • Is alert to risks in the workplace and raises them to the appropriate level
Relationships		
Work Collaboratively	Adept	• Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units

		Acts as a resource for other teams/units on complex or technical matters
Results		
Plan and Prioritise	Intermediate	- Participates constructively in unit planning and goal setting - Helps plan and allocate work tasks in line with team/project objectives - Checks progress against schedules - Identifies and escalates issues impacting on ability to meet schedules - Provides feedback to inform future planning and work schedules
Results		
Think and Solve Problems	Intermediate	- Gathers and investigates information from a variety of sources - Questions basic inconsistencies or gaps in information and raises to appropriate level - Asks questions to get to the heart of the issue and define the problem clearly - Analyses numerical data and other information and draws conclusions based on evidence - Works with others to assess options and identify appropriate solution

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Certificate IV Regulatory Compliance or equivalent Law Enforcement / Investigations experience
- C Class Drivers Licence

Essential Experience

- Working knowledge of legislation and related regulations and policies.
- Preparation of briefs of evidence and giving evidence in Court proceedings.
- Well developed written and verbal communication skills.
- Competent computer literacy.
- Manages well under pressure.
- Good time management skills.
- Ability to work well in a team environment.
- Able to manage, at times, high tempo workloads.

Desirable Qualifications and or Experience

- Current First Aid qualification.
- Familiarity with the Local Government operating environment.
- Environmental Health / Compliance qualifications.
- Dog / Animal Animal handling experience.
- Language / cultural skills and experience.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐