



Schedule 2 – Position Description

Position:	Technical Officer – Regulatory Services
Incumbent:	
Position Number:	3026
Directorate:	Organisational Services
Team:	Regulatory Services
Position Status:	Permanent Full Time
Classification:	Queensland Local Government Industry Award (Stream A)
Level:	5
Primary Location:	Longreach
Revised:	June 2025

Our Vision

Connecting Council and Community

Our Mission

Delivering Excellent Services

Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

Position Objective

The primary objective of the Technical Officer in the Regulatory Services Team is providing high-quality compliance advice, technical support, and GIS mapping services to ensure adherence to relevant legislation and policies. The Technical Officer will play a crucial role in safeguarding community health and safety, preserving environmental integrity, and promoting sustainable practices.

Position Responsibilities

Functional Areas	Key Accountabilities
Regulatory Services and Compliance	<ul style="list-style-type: none">• Prepare and issue correspondence, directions, compliance notices, Penalty Infringement Notices, (supported by sound evidence) for breaches of relevant state legislation, local laws and subordinate local laws and ensure effective follow through to final outcome.• Manage Stock Route application correspondence, capital works funding acquittals, travel and grazing permits and water agreements.• Interpret and provide clear and consistent advice and direction to the public in relation to Council's Local Laws and other Legislation demonstrating transparency, integrity and sound judgement.• Make recommendations and decisions based on sound risk assessment and apply a proportionate compliance strategy in line with processes and escalations contained in Council Policy, Procedures, and Frameworks that also considers public interest factors.• Support the planning, coordination, implementation and monitoring of projects to ensure deadlines and outcomes are met.
Geographic Information System	<ul style="list-style-type: none">• Maintain spatial data from various sources such as satellite imagery, GPS and field surveys, ensuring accuracy and integrity of data.• Analyse spatial data to identify patterns, trends and relationships, through modelling, map analytics and overlays.• Create maps and other visual tools from spatial data, that is easily read.• Ensure quality assurance and governance processes are in place for data validation.• Provide support to team members is using and accessing GIS tools and data.
Systems and Processes	<ul style="list-style-type: none">• Support the development, implementation and ongoing improvement of systems, processes and strategies that create greater efficiencies and better support the needs of Council and the community.• Work in collaboration with/assist in the development of policies, processes and procedures within the Regulatory Services team and other Council teams as required.• Utilise robust and accountable information management practices.• Participate in development and management of health and safety processes relevant to the role.

Finance Management	<ul style="list-style-type: none"> Assist and provide feedback in the management and development of annual budgets and monitoring and control of all cost centres for which the position is responsible. Complete procurement-related tasks, supporting the development of RFQ/Tender and Contract documentation, raising purchase orders and goods receivables. Complete other finance related tasks such as, credit card reconciliation, invoice and refund requests, support the development of fees and charges for annual budgets.
Other	<ul style="list-style-type: none"> Other such relevant duties as required from time to time, which would generally fall within the scope of this position as directed by your accountable supervisor. Carry out all duties in line with the Council's Workplace Health and Safety policies and procedures and adhere to any legislative obligations.

Key Relationships

Reports to	Manager of Regulatory Services	The Technical Officer – Regulatory Services will have an effective relationship with the Manager of Regulatory Services and is responsive to their requests.
Works with (Internally)	Regulatory Services Team Various levels of Council employees	The Technical Officer – Regulatory Services will have a positive relationship with Regulatory Service Team, and the wider workforce, which involves active communication, sharing ideas and working together to create a conducive environment.
Works with (externally)	Members of the community, external agencies and other stakeholders	The Technical Officer – Regulatory Services will have an approachable, attentive, and respectful relationship with members of the community, external agencies, and other stakeholders built on open communication and trust.

Extent of Authority

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

Position Requirements

Personal Attributes

- Able to demonstrate a commitment to Council's core values through personal action.
- Able to gain respect and create good working relationships with internal and external stakeholders.
- Able to work under general direction, within a team environment.

- Good attention to detail and a commitment to high quality work.
- Able to take initiative in improving processes to make them more efficient and effective.
- Able to maintain strict confidentiality and discretion.
- Excellent time management, organisation, and planning skills with an ability to prioritise and manage own time and meet critical timeframes.

Skills

- Excellent oral communication and interpersonal skills with a proven ability to communicate effectively with people at all levels and from all backgrounds and the ability to act tactfully in sometimes very sensitive situations.
- Ability to display empathy and tact when communicating with residents who are concerned about the impacts of noncompliance and display engaging interpersonal skills to communicate complex concepts in plain language to customers.
- Ability to create positive, meaningful, collaborative and respectful relationships with key internal and external stakeholders.
- High level of proficiency with computer use (desktop and mobile), software applications, access information from databases and document management systems.
- Demonstrated organisational skills and the ability to maintain attention to detail when working on routine cases.
- Proven conflict resolution skills to attain desired outcomes in a dignified and respectful manner whilst maintaining a positive Council image.
- Proven written communication skills including the ability to draft reports, compile affidavits and take investigation notes.

Knowledge

- Knowledge of the *Local Government Act 2009*, the *Animal Management (Cats and Dogs) Act 2008*, the *Environmental Protection Act 1994*, the *Transport Operations (Road Use Management) Act 1995* and Regulations, and Council's Local Laws and associated subordinate local laws.
- Knowledge of animal husbandry, animal control, kennel and facility operations, an understanding of animal disease transmission and prevention methods.
- Knowledge of Council's regulatory services programs and operational policies and procedures.
- Knowledge of the roles of departments within Council and the service functions.
- Knowledge and understanding of quality customer service principles.

Essential Experience/Qualifications

- Current Unrestricted "C" Class Drivers Licence.
- Tertiary qualifications in Certificate IV in Government Investigations and/or Certificate IV in Animal Regulation or the ability to obtain
- Experience in GIS mapping and spatial data analysis.
- Experience in navigating and interpreting State legislation and local laws.
- Experience in delivering quality customer service including communication of complex information into simple concepts to facilitate customer understanding

Delegations and Authorisations

Financial Delegation

A financial delegation of \$15,000 is assigned to this position. Please refer to Council's Procurement Management Directive for details of Councils guidelines as per Local Government Act and Regulation. Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers.

Inherent Requirements

These are the essential requirements of this position:

- This role may be subject to work related contact outside of normal business hours.

Vision and Hearing Requirements

☐ This position requires a vision test

☐ This position requires a hearing test

Cognitive Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 - 66%	Constant > 66%
Working Independently - ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team Based Work - works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating With Others - Verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating With Others - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention on Task - high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating - high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and Sequencing Tasks and Activities - managing multiple tasks or projects simultaneously, ensuring that all activities are completed efficiently and effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision Making - required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem Solving - requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning - required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement - required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and Long-term Memory Recall - ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Emotional Resilience - exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions - frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical exertion
- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 - 66%	Constant > 66%
Mobility/Posture				
Sitting - stay in seated position (including driving)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing - standing in an upright position, moving less than 3 steps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking - In an upright position, moving more than 3 steps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling - Move on the hands & knees or by dragging the body close to the ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Manual Handling				
Crouch/Squat - To lower the body by bending forward from legs and spine, buttocks on or near the heels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling - To lower the body	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending - To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching - Extending arms out in any direction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/Trunk Rotation - Rotating the body to one side or the other without moving the feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation/Pinch Grip - Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/Open Hand Grip - Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb Ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Level Work - Performing manual handling actions at or near ground level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling Work				


Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to oneself, including static positions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight Requirements – lift, carry, push, pull or hold				
1 - 5kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 -15kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 -20kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and **LRC– SMS (Longreach Regional Council's - Safety Management System)** incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees. Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the Health and safety duties and Duty of Care requirements as specified within the Work Health and Safety Act 2011 Part 2.
3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
7. Adhere to the LRC–SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
8. Performing all work and associated functions in a safe, efficient and effective manner;
9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;

- 
12. To report hazards and risks in accordance with WH&S procedures;
 13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
 14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
 15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
 16. Report any concerns for WH&S to your Supervisor.

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Grace Cronin-Jones, Director Organisational Services
Signature:	
Date:	
Present Incumbent:	Vacant
Signature:	
Date:	