



Murrindindi
Shire Council

Position Description

Compliance Officer

Professionalism Integrity Accountability Empathy





Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.
We focus on growing our business opportunities.
Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE Compliance Officer	GROUP Community & Development
JOB NUMBER Job Number 627	DEPARTMENT Development Services
CLASSIFICATION Murrindindi Council Enterprise Agreement Band 6	APPROVED BY Manager Development Services
SIGNED _____	DATE July 2026

Position Overview and Objective

During an interim short-term period, this position will report to Manager Development Services, and is responsible for delivering high-quality, consistent compliance services to the community. The role supports the effective administration and enforcement of statutory responsibilities within the Development Services Department through a proactive, risk-based compliance approach.

Working within the Development Services team, the role collaborates closely with Statutory Planning, Building Services, Environmental Health, and Community Safety teams to achieve integrated compliance outcomes.

Key Responsibilities

- Lead investigations and manage the resolution of complaints and non-compliances in accordance with relevant legislation, regulations, and guidelines applicable to the Development Services Department, including but not limited to the *Planning and Environment Act 1987*, *Environment Protection Act 2023*, *Building Act 1993*, *Public Health & Wellbeing Act 2008* and Community Local Law 2020.
- Proactively undertake investigations, inspections, and enforcement activities to ensure compliance with the Murrindindi Planning Scheme, planning permits, wastewater requirements, building regulations, and other relevant legislation.

- Prepare reports and make recommendations using a proactive and seamless approach to resolution, including working collaboratively with other Authorised Officers where applicable.
- Provide education to the community to ensure compliance and follow through such as the issuing of Infringement Notices on non-compliance where required.
- Assist in the preparation of reports to Council, making appropriate recommendations in relation to compliance and enforcement issues.
- Ensure compliance using formal and informal dispute resolution processes, including contravention letters, infringement notices, enforcement orders, or prosecution.
- Collaborate with internal Council departments, subject matter experts, and external government agencies to identify compliance issues, assess risks, and determine effective strategies for resolving non-compliances, including establishing appropriate pathways and actions moving forward.
- Use Council systems to identify, record, track, and monitor compliance matters; maintain accurate and comprehensive records of investigations; and prepare reports, legal briefs, and correspondence as required.
- Deliver a high level of customer service to all parties involved in the compliance and enforcement process, with a focus on achieving positive outcomes.

Organisational Relationship

Reports to:	Manager Development Services (during an interim short-term period)
Supervises:	Nil
Internal Relationships:	Development Services Department Sustainability and Assets Department Customer Service
External Relationships:	Residents Ratepayers Government Departments Victorian Civil & Administrative Tribunal Solicitors and the general public

Key Selection Criteria

- An extensive and proven background in the field of compliance and enforcement, preferably within the local government sector. Certificate IV in Statutory Compliance is highly desirable.
- Exceptional time management skills and the ability to manage competing priorities within a busy and demanding environment.
- Excellent written and verbal communication skills, with an exceptional ability to effectively interact with a variety of stakeholders in a confident and professional manner.
- Demonstrated competencies in negotiation, mediation, conflict resolution, and handling complex public interactions.
- Extensive expertise in interpreting and enforcing relevant legislation and industry standards, which includes a comprehensive understanding of relevant policies, procedures, and directives.
- Proficient in evidence collection, statement-taking, conducting interviews, and the preparation of evidence briefs for presentation to external bodies.
- Understanding the roles and regulations relating to Building, Community Safety, Environmental Health and Statutory Planning.

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	"All" employee
Drivers Licence / Ability to travel	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
Physical Requirements	This role has specific physical requirements which may include a level of physical fitness or ability associated with tasks. May include manual handling activities, lifting of weights, bending, twisting, working at height, operating specialised equipment.
Psychological Requirements	All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control. In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters
Checks	Police / Criminal Record Check Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position. Evidence of rights to work in Australia Required Working with Children Check Not required for this role
Matters relevant to the above checks	Deals directly with members of the public
Information Technology Literacy	Well-developed knowledge and experience in computer literacy, using Microsoft Suite and other computer programs relevant to the position.
Work location conditions	Onsite with Limited Hybrid - role is required to be performed on site (due to business needs and/or customer contact requirements). Limited access to hybrid arrangements as agreed with Manager
Outside ordinary hours of work	Ad hoc requirement for outside business hour or after hour work in accordance with business needs
Qualifications / Registrations / Licences / Memberships	As per key selection criteria

Band 6

Accountability and extent of authority	• Provide input into the development of policy • Where supervising resources, follow clear objectives and/or budgets with frequent prior consultation with more senior employees and regular reporting to ensure goals and objectives are met. • Make decisions and act in regard to the quality or cost of the programs and projects being managed. • Where providing specialist advice to clients or to regulate clients, adhere to regulations and policies and regular supervision. The effect of decisions and actions may be significant but it is usually subject to appeal or review by more senior employees. • Provide formal input into policy development within area of expertise and/or management. • If the role is primarily involved in policy development, then work will include investigation and analysis with ability to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.
Judgment and decision making	• Undertake specialised work with methods, procedures and processes developed from theory or precedent. • Improve and/or develop methods and techniques based on previous experience. Solve problems by applying these techniques to new situations. Guidance and advice are usually available.
Specialist knowledge and skills	• Proficient in applying theoretical or scientific discipline, including the underlying principles (as distinct from the practices). • Understanding of the long-term goals of the functional unit and the relevance of policies of both the unit and the wider organisation. • Familiarity with relevant budgeting techniques, particularly where resource management is a requirement of the role.
Management skills	• Set priorities and plan and organise own work to achieve set and specific objectives. • Set objectives in the most efficient way possible within the resources available and within a set timetable. • Understand and implement human resource policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
Inter-personal skills	• Gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees where appropriate. • Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
Qualifications and experience	• Degree or diploma course with some relevant experience. • May also have less formal qualifications with substantial relevant work skills • Or may have substantial relevant experience in the field of specialist expertise.

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council's values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



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