COMPLIANCE OFFICER
APPLICATION PACKAGE

Dear Applicant

Thank you for your interest regarding the position of **COMPLIANCE OFFICER** with the Shire of Northam.

The following information is provided to assist in the preparation of your application:

- Copy of advertisement;
- Shire of Northam Profile
- Position Description (including essential and desirable selection criteria);
- Guidelines for Applying for an Advertised Vacancy;
- Application Checklist
- Application Form

This information is provided to you so that you fully understand the expectations of the organisation in relation to the information you need to include as well as the format and content of your application. Please read these guidelines carefully and follow all instructions.

The Shire of Northam is an Equal Opportunity Employer.

Yours sincerely

JASON WHITEAKER

CHIEF EXECUTIVE OFFICER

19/10/2017
JOIN OUR INNOVATIVE TEAM

ENJOY OUR BENEFITS

Nine Day Fortnight  *  Generous Subsidised Superannuation  *  Strong Cultural Values
Career Development Opportunities  *  Comprehensive Health & Wellness Package

The following excellent opportunity has arisen in the Development Services Directorate

COMPLIANCE OFFICER

FULL TIME

If you have the ability to interpret codes, policies, acts and apply legislation, experience in reading building plans and proven excellent mediation, negotiation and customer service skills then this is the role for you.

Working in the Development services team this position involves a number of diverse tasks including undertaking inspections of private swimming pool barrier fences, investigating and reporting on breaches of legislation and policy and mediating outcomes on noncompliance matters. Applicants must hold a current c-class National driver’s licence, WA construction white card and a current National Police Clearance. Applicants with previous experience in the building, health or planning industry will be highly regarded.

This position is level 7/8 (Local Government Industry Award) with a salary range of $59,295.00 to $66,896.00 per annum, dependent upon qualifications and experience.

The Shire of Northam is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, impairment, age, or veteran status.

Application packages are available on the Shire of Northam web page www.northam.wa.gov.au or by contacting Human Resources Coordinator Bev Jones on 08 9622 6100. Applicants should complete a statement outlining skills, experience and suitability for the role, attach their CV and completed application form and forward to the Chief Executive Officer, Shire of Northam, PO Box 613 Northam WA 6401 marked “Private and Confidential” – stating the position title or via email to Records@northam.wa.gov.au by 4.00 pm Monday 6th November 2017.
A GLIMPSE OF NORTHAM …

The Shire of Northam is situated in the Avon Valley, on the fringes of the Darling Scarp and is bounded by the Local Governments of Mundaring, York, Toodyay, Goomalling and Cunderdin.

The Shire encompasses the townships of Northam, Wundowie, Bakers Hill, Clackline, Irishtown, Spencers Brook and Seabrook, the most western of these townships being Wundowie which is just 70kms from the centre of Perth. The total area of the Shire of Northam is 1,443 square kilometres with a population of the 10,670, with 6,638 Electors and over 4000 dwellings.

The main town, Northam, is situated on the Avon River, 96 kilometres from Perth, in the picturesque Avon Valley. The town of Northam, with a population of around 7,000 people, occupies approximately 2,400 hectares and is the main urban and commercial hub of the Shire.

Northam, with its recently acquired SuperTown status is the Regional Centre of the Avon Valley and Central Wheatbelt farming communities of the Shire of Northam (which primarily produce wheat, barley, oats, sheep, wool and cattle) use Northam for their everyday banking, retail, shopping and Government needs.

Northam has also been clearly established by the State Government as a Regional Centre, resulting in many Government Departments strengthening their regional office or establishing such an office. Furthermore, the four major banks have outlets in town, unlike smaller rural communities.

The Shire of Northam is well catered for in recreation, culture, health and education facilities. The town of Northam is home to a Regional Library, Hospital, Senior Citizens’ Centre and recreation facilities, including a Recreation Centre, major sporting grounds and an Olympic Swimming Pool. Wundowie also has a sporting ground, swimming pool, library and Telecentre, and there is an indoor Recreation facility in the township of Bakers Hill.

The townsite of Northam was first gazetted in 1836 and is the focal point for rail and road links to Eastern Australia. It was a centre for Post-War migration and many of the residents have strong links to Eastern Europe. The Mundaring to Kalgoorlie Pipeline also passes through the Shire. Council is committed to developing the Shire and encouraging growth, through new investment and tourism, whilst maintaining a warm country feel and friendly community.

POSITION DESCRIPTION

POSITION DETAIL

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Compliance Officer</th>
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<tr>
<td>Position Number</td>
<td>9024</td>
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<tr>
<td>Department / Section</td>
<td>Development Services</td>
</tr>
<tr>
<td>Work Location</td>
<td>Shire of Northam Area</td>
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<tr>
<td>Date Created/Revised</td>
<td>Created June 2017</td>
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<tr>
<td>Award / Level</td>
<td>Local Government Industry Award 2010</td>
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THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems
THE POSITION

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<tr>
<th>Positions supervised</th>
<th>Nil</th>
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<tr>
<td>Reports To</td>
<td>Manager Planning Services, Executive Manager Development Services</td>
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<tr>
<td>Summary &amp; Objectives</td>
<td>The Development Services Compliance Officer has statutory responsibility for processing planning, building and environmental health applications. The Unit provides advice and information to the development industry and the public regarding statutory planning, building control and environmental health, and is responsible for ensuring compliance with the relevant legislative requirements and with the planning and environmental health approvals and building permits that we issue.</td>
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- Enforces and maintains compliance with the statutory requirements of the Shire’s –
  - Planning Scheme and Local Planning Policies;
  - Building Regulations, Building Code of Australia;
  - Environmental Health Policies;
  - Local Laws; and
  - Other relevant legislative requirements relating to statutory planning, building and environmental health, with a strong emphasis on customer service.

- Provides advice and support to the Planning, Building and Environmental Health teams within the Development Services Unit by investigating and resolving issues relating to planning, building and environmental health compliance matters.

- Provides statutory and regulatory advice to internal and external customers regarding the resolution of compliance or enforcement issues within the scope of existing Acts, regulations and procedures.

- Embraces a culture of teamwork, process improvement and respect.

Responsibilities & Duties

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<th>Position</th>
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<td>Development Compliance</td>
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- Conduct site inspections and monitor private development projects to identify any compliance breaches of Shire of Northam approvals or legislation.
- Conduct site inspections in the area of swimming pool enclosures and associated building construction.
- Conduct investigations into complaints regarding breaches of compliance with planning, environmental health or building approvals or relevant legislation.
- Assist in the preparation of infringement notices and prosecution documents, as necessary, for non-complying properties in regards to swimming pool barriers.
Responsibilities & Duties

Continued…

- Provide immediate on-site resolution of any identified breaches where possible, together with any other follow-up and the collection of evidence and the issue of any written warnings; directions, orders (within delegated duties).
- Liaise with the Executive Manager Development Services, Manager Planning Services, Manager Health and Environment or Senior Building Officer to prepare standard legal and technical reports and correspondence in response to various enquiries and complaints.
- Recommend the initiation of court proceedings to the Executive Manager Development Services, liaise with Solicitors (if and when required), attend mediation sessions and hearings at the State Administrative Tribunal or Court and give evidence as required.

Customer Service

- Utilise initiative and sound judgement to provide a high level of customer service to both external and internal customers and draws upon knowledge and experience in relation to development compliance matters to meet the needs of internal and external customers and stakeholders. This will involve the resolution of issues utilising problem solving and negotiation skills.
- Provide timely and accurate advice to members of the public and other stakeholders on various compliance issues.
- Make input into the review and update of team policies, procedures and systems to improve customer service.

Partnerships

- Establish and maintain strong working relationships with internal and external stakeholders to ensure a collaborative and integrated approach to the work of the Development Services Unit.
- Contribute positively to the effective operation of the Development Services Unit and work towards the Unit’s objectives.

Corporate Responsibilities

- Lead by example and take pride in role and responsibilities and the Shire of Northam generally. Report any behaviour, actions or activities that are contrary to this to relevant management.
- Maintain safe work practices in accordance with the Occupational Safety and Health legislation and the Shire of Northam’s policies and procedures.
- Other reasonably related tasks and duties as determined by the Executive Manager Development Services.
Organisational

- Embrace, support and participate in change to assist in achieving the Shire’s goals and objectives.
- The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Recommend changes or strategies which promote a ‘Continual Improvement’ and ‘Best Practice’ approach to service delivery.
- Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council’s Policies and Procedures.

Occupational Safety & Health, Employee Requirements

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and risk control
- Participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace
- Correct utilisation of appropriate personal protective equipment

Authority and accountability

Position operates under the broad direction of the Executive Manager Development Services within established guidelines, procedures and policies of Council as well as the statutory provisions of the Local Government Act and Health, Planning and Building legislation.

**SELECTION CRITERIA**

| Essential | 1. Hold a current unrestricted C-class national drivers’ licence.  
| Interpersonal skills | 3. Excellent interpersonal, public relations and customer service skills, with the ability to work at all levels and work in a team environment.  
| | 4. Highly developed customer service focus and a genuine desire to assist others. |
| Judgment and problem solving | 5. Developing ability to evaluate and explain possible solutions to problems.  
6. Ability to exercise discretion and ensure confidentially of information. |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Management skills             | 7. Proven time management skills, with the ability to work under pressure and be well organised.  
8. Excellent written, numeracy and verbal communication skills, including developing conflict resolution skills and report writing skills. |
| Specialist Skills and Knowledge | 9. High level of computer literacy and proficiency including use of Microsoft Word, Excel and Internet applications.  
10. Developing ability to interpret codes, policies, acts and apply legislation.  
11. No formal minimum qualifications are necessary |
| Desirable                     | 1. Experience reading building plans  
3. Previous Local Government Experience.  
4. Ability to gain working knowledge and understanding of Health and Building appeals process including the State Administrative Tribunal  
5. Experience or interest in the building, health or planning industry. |
PRESENT INCUMBENT

Name: __________________________________________

Signature: ______________________________________ DATE: __________

EXECUTIVE MANAGER

Name: __________________________________________

Signature: ______________________________________ DATE: __________
GUIDELINES FOR APPLYING FOR AN ADVERTISED VACANCY

General Information

These guidelines are designed to assist you in demonstrating that you are a suitable applicant for the advertised position.

Preparing the Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible. Preferably the application should be typed, however neat and legible handwritten applications are acceptable, and stapled in the top left hand corner. Please do not submit applications in plastic or cardboard folders. Applications received will not be returned, therefore you should photocopy any original documentation.

Your application should include the following:-

- **Covering Letter**

  The covering letter introduces yourself to the selection panel and should include the title of the position you are applying for.

  You should explain why you are applying for the position and how you may be contacted during normal business hours.

- **Curriculum Vitae**

  Your curriculum vitae should provide personal details (name, address, and telephone number), relevant work history and education, training courses attended, qualifications and professional memberships.

  Relevant work history should commence with the most recent position you have held as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.
• **Selection Criteria**
Each aspect of the selection criteria should be referenced in your resume. Consideration for interview is based upon clear demonstration of your ability to meet each of the selection criteria.

• **Referees**
You should include in the curriculum vitae the names and contact numbers of at least two referees. Referees may be contacted to verify your claims in relation to the selection criteria. Preferably one referee should be your current supervisor or manager or alternatively a supervisor/manager from a previous position may be used.

• **Formal Qualifications**
Photocopies of your qualification(s) or academic records of current studies should be attached to your application. Do not submit original certificates of your qualifications or academic records.

**Preparing for the Interview**

• **Before the Interview**
The panel will short list applicants for interview who meet the selection criteria; this may take up to two weeks after the closing date.

If you are selected for an interview, an Officer will telephone you to organise a mutually convenient time to conduct the interview. The interview is an important part of the selection process.

• **During the Interview**
The panel will generally consist of at least two members. Interviews will be structured and each applicant will be assessed in the same manner.

Behavioural interviewing techniques are normally used. The aim is to obtain examples of past situations which actually occurred, how the situation was handled and the outcome of the action taken. For example, "provide the panel with a situation where you had to resolve a very difficult customer complaint and explain how the situation was resolved?"

During the interview, panel members will take notes and assess your answers to questions. This enables each candidate to be assessed in an equitable and fair manner.

If you do not understand a question, you should seek clarification before providing a reply.

**After the Interview**

In some cases, preferred applicants may be asked to undertake other selection tests.
Preferred applicants will be required to undertake a pre-employment medical to determine the applicant’s suitability to carry out the inherent requirements of the position description. Some positions will require a Police clearance.

Should you be successful, a member of the panel will contact you to verbally offer you the position and agree on a commencement date. This would normally occur within one week of the interview. The Chief Executive Officer will then forward in writing the offer of employment to the successful applicant.

If requested, the panel convenor will provide feedback to unsuccessful applicants who received an interview, indicating the reasons why their application was not successful.

**Closing Date**

Vacancies with the Shire of Northam are advertised for a specific period and close at 4:00pm on the closing date shown in the advertisement.

**Late Applications**

Late applications will not be accepted.

**Forwarding Applications for the Position**

Your application can be submitted via:-

Post: Addressed as follows:

“Private & Confidential – COMPLIANCE OFFICER”

Chief Executive Officer
Shire of Northam
PO Box 613
NORTHAM WA 6401

Email: records@northam.wa.gov.au

Please ensure that the subject line is marked as follows:

“Private & Confidential – COMPLIANCE OFFICER”

Website: www.northam.wa.gov.au
# Application For Employment

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**Citizenship:** Permanent residency is a prerequisite for appointment to permanent employment. Non-permanent residents are eligible for fixed term appointments.

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<th>Are you an Australian Citizen?</th>
<th>YES</th>
<th>NO</th>
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*If “NO”, please answer the following questions*

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<th>Are you a New Zealand Citizen?</th>
<th>YES</th>
<th>NO</th>
</tr>
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| Have you been granted Permanent Residency? | YES | NO |

**REFEREES:**

1. Name: ..................................................  Contact No: ……………….
   (Business Hours)
2. Name: ........................................... Contact No: ………………
   (Business Hours)

**HEALTH:**

To the best of your knowledge and belief are you of sound health? Yes  No

*If “No”, please give details:*

.......................................................... ..........................................................

**Previous Workers Compensation Claim**

A previous Worker’s Compensation Claim or other injury/disability is NOT a barrier to the consideration of an application for employment. However, to assist in assessing opportunities for your placement in appropriate employment, please indicate:

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<th>Yes</th>
<th>No</th>
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*If “Yes” will the disability or injury be likely to affect your work performance or could it recur or be aggravated by the type of work for which you are applying.*

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<tr>
<th>Yes</th>
<th>No</th>
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Please give details of previous claim:

.......................................................... ..........................................................
CONVICTIONS:
Do you have any current convictions for any offences from any court, or are you currently the subject of any charge pending before any court? You do not need to give details of any conviction which you have declared Spent (Spent Convictions Act 1988)

Yes  No

If “Yes”, please give details:

....................................................................................................................................................... 
....................................................................................................................................................... 

A criminal record does not necessarily disqualify an applicant. If rejection of your application is considered solely because of a criminal record, you will be given the opportunity to discuss the matter fully before a final decision is made.

I DECLARE STATEMENTS IN THIS APPLICATION TO BE TRUE IN ALL RESPECTS. I ACKNOWLEDGE THAT ANY STATEMENT WHICH IS FOUND TO BE FALSE OR DELIBERATELY MISLEADING WILL MAKE ME, IF EMPLOYED, LIABLE FOR DISMISSAL.

Signature:................................................................. Date:..................

ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION SHOULD BE ATTACHED

Survey

Can you please indicate how you became aware of the current vacancy by ticking one of the following boxes ☒:

☐ West Australian
☐ Local paper
☐ Shire of Northam Website
☐ Shire of Northam Facebook Page
☐ Lgnet/Seek/Other Website – Please specify.................................
☐ Word of Mouth
☐ Other, please specify
....................................................................................................................................................... 

For any questions regarding the completion of this document please contact Human Resources Coordinator Beverley Jones on 08 9622 6145 or alternatively she can be emailed at humanresources@northam.wa.gov.au.
APPLYING FOR A VACANCY WITH THE SHIRE OF NORTHAM

CHECKLIST

- Covering letter
- Curriculum vitae
- Copies (not originals) of supporting documentation
- Full application has been proof read prior to submission
- Application copied for personal reference