



Position Description

Compliance Officer

Our Vision	Our Objectives	Our Values
A vibrant coastal community, connected to the environment, living the village lifestyle.	<ul style="list-style-type: none"> Enhance community connection and well-being. Operate as environmental custodians for the future. Support local jobs, industry, and small business and facilitate sustainable development. 	Consistency Sustainability Honesty Integrity Teamwork Transparency Respect
Our Commitment		
Protect what makes us special, improve our quality of life, and plan for future generations.		

Position:	Compliance Officer	Direct Reports:	No direct reports
Level:	Level 6		
Department:	Development Services		
Reports to:	Manager Development Services		

Performance Summary

The Compliance Officer is responsible for supporting the Shire's statutory compliance functions within Development Services through investigation, education and enforcement activities. The role undertakes compliance investigations relating primarily to planning, development, building and related regulatory matters, applying sound professional judgement and operating with a high degree of autonomy within established policies, procedures and delegations.

The position contributes to positive community outcomes by balancing regulatory enforcement with education, customer service and practical, solution-focused approaches. The Compliance Officer works collaboratively within the Development Services team and champions the Shire's vision, values and objectives in all interactions.

Key Responsibilities

Compliance Investigations and Enforcement

- Respond to enquiries and complaints regarding alleged non-compliance with relevant legislation, local laws, approvals and Council policies.
- Monitor and investigate unauthorised land use and development activities to determine compliance with statutory requirements.
- Plan and undertake site inspections, interviews and other investigative activities, exercising sound judgement and professionalism.
- Gather, assess and document evidence of non-compliance or potential breaches in accordance with legal and procedural requirements.
- Make clear, well-reasoned recommendations to the Manager Development Services regarding appropriate compliance and enforcement actions.

Customer and Community Engagement

- Provide clear, accurate and timely advice to internal and external customers on compliance matters and the Shire's regulatory role.
- Assist the community to understand compliance requirements, processes and potential outcomes, with an emphasis on education and voluntary compliance where appropriate.
- Manage difficult conversations and conflict professionally, maintaining a calm, respectful and customer-focused approach.

Reporting, Documentation and Legal Support

- Prepare correspondence, notices and reports relating to compliance matters in accordance with approved templates, procedures and delegations.
- Ensure all enquiries, investigations, decisions and evidence are accurately recorded in the Shire's record management systems.
- Liaise with the Shire's solicitors and provide accurate and complete documentation to support enforcement actions as directed.

Team and Organisational Contribution

- Contribute to the development and review of Council policies, procedures, operational standards and strategies relating to compliance.
- Undertake research and prepare reports as directed by the Manager Development Services.
- Identify opportunities to improve compliance processes, systems and customer service outcomes.
- Perform other duties within the scope of the position, skills and qualifications as reasonably directed by the Manager Development Services or the Chief Executive Officer.

Position Requirements

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Essential Criteria

- Demonstrated experience and/or knowledge in town planning, environmental health, building, regulatory compliance or a related discipline.
- Working knowledge of relevant legislation applicable to local government compliance functions, with the ability to interpret and apply statutory and policy requirements.
- Well-developed investigation and evidence collection skills.
- Well-developed written and verbal communication skills, including the ability to prepare clear, professional correspondence and reports.
- Strong interpersonal and conflict resolution skills, with the ability to engage effectively with a wide range of stakeholders.
- Demonstrated ability to work autonomously, organise workload and prioritise tasks to meet deadlines.

- Proven ability to work cooperatively and effectively in a team-based environment.
- Proficiency in Microsoft Office and electronic record management systems.
- Current National Police Clearance.
- Current 'C' Class driver's licence.

Desirable Criteria

- Experience working in a local government regulatory or compliance environment.
- Experience in the application and enforcement of legislation within a local government context.
- Knowledge of the development and construction industry.
- Experience using SynergySoft or similar local government software systems.

General Accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has personal accountability and responsibility for their conduct and behaviour, in accordance with the Shire's Code of Conduct, including:

- Adhering to management directives and approved policies and procedures.
- Taking reasonable care for their own health and safety and that of others in the workplace.
- Complying with lawful and reasonable directions, including those relating to integrity, confidentiality, reputation, efficiency, and fraud and corruption prevention.
- Respecting and upholding the Shire's values and organisational culture.

Certification

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME _____

SIGNATURE _____

DATE _____

PERFORMANCE PROFILE REVIEWED

DATE February 2026