

POSITION DESCRIPTION

RANGER

POSITION DETAILS

Date of Position Description	May 2026
Position Title	Ranger/Animal Management Officer
Position Grade	8
Directorate Business Unit	City Planning & Design Regulatory Services
Reports to	Supervisor Ranger and Parking Services
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for proactively delivering regulatory enforcement services across the Parramatta Local Government Area, ensuring compliance with applicable legislation, regulations and Council policies in a fair, consistent and lawful manner. The role involves investigation of complaints, patrol and surveillance activities, preparation of evidence for prosecution, and the application of enforcement actions, while balancing regulatory requirements with community education and customer engagement. The position also supports public safety, environmental protection and operational effectiveness through stakeholder liaison, risk identification, and contribution to a professional and ethical service delivery framework.

KEY RESPONSIBILITIES

Role Specific

- To proactively enforce the provisions of legislation used by Parramatta City Council (PCC), adopted polices/codes and regulations in a fair, just and equitable manner and report any detected offences to the Service Manager, Ranger and Parking Services as appropriate.
- Primarily the position involves the patrol and surveillance of land under Council's control or ownership, investigating complaints and the issuing of warnings/cautions, penalty notices, or notices and orders for detected offences of the Companion Animals Act 1998, Local Government Act 1993, Public Spaces Unattended Property ACT 2121, Road Rules 2014 regulations and associated acts, Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act 1979 and the Road Transport Act 2013.
- The ability to competently investigate and prepare sound and precise briefs of evidence for submission, consideration, and approval by council management for matters requiring prosecution and any subsequent requirement to attend court and give the associated evidence.
- The ability to interpret and apply legislation/regulations lawfully and within its intended meaning.
- To pro-actively investigate and action complaints pertaining to but not limited to littering, garbage and dumped waste with an emphasis on the visual presentation of the City.
- To carry out programmed inspections of the LGA inclusive of enforcement programmes and known hotspots.

- Monitor and manage allocated and self-generated Service requests (CRM) for the LGA and report/liaise with the Service Manager/Supervisors to achieve desired resolution/outcome.
- To report any matter or claim, affecting Council's risk management or public liability, immediately to the Service Manager Ranger and Parking Services.
- The ability to use and apply electronic PDA devices and software (Penalty notices).
- First response assessment for risk or service issues particularly out of business hours, for the purpose of referring to relevant personnel for appropriate action when required.
- Proficient in the use and maintenance of registers required under specific legislation and contractible agreements.
- To liaise with members of the public, customers, Government agencies and Councillors regarding established programs and service requests including facilitating communication with difficult customers.
- Ranger/Animal management Officers will also be required to execute the following duties:
 - Inspect premises for compliance with the Local Government Act 1993
 - Regulating advertising, outdoor dining and goods on footpaths, roads and malls
 - Roadside stalls and unauthorised vendors
 - Observation of premises, and investigation of complaints in relation to material on footpaths, including erosion, noise DA and sediment control offences (specifically outside of business hours inclusive of weekends and public holidays)
 - Investigation of traffic and transit offences including assisting with parking enforcement duties/rostering
 - Investigating complaints regarding domestic burning and dumped rubbish. Liaise with other Departments for the provision of services, and equipment when necessary and for the disposal of rubbish and other material
 - Monitoring of declared Dangerous/Restricted breed dogs to ensure control requirements are in place and maintained
 - The capture, Impounding and transport of stray animals inclusive of livestock
 - The investigation of waste/rubbish dumped/stored on private vacant land
 - Convey impounded stray animals inclusive of livestock to a pound facility
- Other duties requested by the Service Manager or Manager Regulatory Services from time to time relating to the Regulatory Services Unit inclusive of weekend and other rostered duties.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

Qualifications

- Holder of current Class C driver's licence.
- Holder of Ranger 1, 2 & or 3 Certificate of Competency **and/or**
- Holder of Certificate IV in Regulatory Services/Investigations **and/or**
- Other equivalent and relevant certificate to level IV competency **and/or**
- Extensive Rangers experience or other similar regulatory enforcement experience.
- Current First Aid Certificate

Experience

- Proven and extensive experience in Local Government Regulatory Enforcement or Extensive and relevant experience in a role within the Regulatory or Law Enforcement Sector.
- Demonstrated skills and experience in investigations, conducting interviews and preparing briefs of evidence at court.
- Highly developed computer skills with Microsoft Office and PCC software applications, for example, Outlook, Word, Excel, TRIM, Kronos, Transport for NSW RIS24, OneCouncil and PDA programs such as Duncan Solutions.
- Demonstrated and experienced communicator both orally and in written format. Proven conflict resolution, mediation, facilitation and negotiation skills. Able to communicate effectively across a wide spectrum of people including but not limited to members of the public, Councillors, Council Managers, Council staff and other Government agencies representatives.
- Proven ability to work as both a team member and unsupervised, using initiative, able to manage competing interests, able to manage and prioritise workloads.
- Demonstrated high standard of personal and professional ethics and behaviour and the ongoing commitment to excellence.