Longreach Regional Council
Ilfracombe Isisford Longreach Yaraka

Schedule 2 – Position Description

Position Name:	Coordinator – Regulatory Services
Position Number:	6042
Directorate:	Organisational Services
Team:	Regulatory Services
Category of Employment:	Permanent, full-time
Classification Level:	Level 5
Classification Type:	Queensland Local Government Industry (Stream A) Award – State 2017; Division 2; Section 1 - Administrative
Reports to:	Manager of Regulatory Services
Located:	Longreach
Accountable for:	Compliance Officers, Business Support Officer - Compliance
Vehicle Authorisation:	Classification 4 – Business-use only
Financial Delegation:	$50,000.00
Revised:	October 2026

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 this position is to coordinate the delivery of Council's compliance functions through the supervision of operational compliance activities, workflow management and provision of technical regulatory support. The position ensures the consistent, timely and lawful administration of local laws, state legislation, compliance notices, infringements, permits and applications, while providing day-to-day leadership to the compliance team and acting support to the Manager of Regulatory Services as required.

Position Responsibilities

Functional Area	Key Responsibilities
Operational Leadership and Coordination	• Coordinate the day-to-day delivery of Council's compliance function. • Supervise, support and provide direction to Compliance Officers and the Business Support Officer - Compliance. • Monitor workloads and allocate requests, investigations and regulatory activities to ensure timely service delivery. • Establish and manage operational work priorities in line with service demands and legislative requirements. • Coordinate compliance rosters and after-hours regulatory arrangements.
Regulatory Compliance and Enforcement	• Review compliance matters and provide first-line technical oversight of investigations, notices, infringements and enforcement actions. • Interpret and apply relevant legislation, local laws, regulations, policies and procedures. • Prepare, review and authorise compliance notices, infringement notices and regulatory correspondence in accordance with delegated authority. • Assist officers with complex investigations, evidence gathering and regulatory decision-making. • Ensure procedural fairness and consistency in compliance processes and enforcement outcomes.
Permits, Applications and Regulatory Advice	• Provide technical advice and support relating to permits, applications, licences and regulatory approvals administered by the team. • Review regulatory assessments and recommendations to ensure legislative compliance and consistency. • Respond to internal and external enquiries regarding compliance and regulatory matters.
Quality Assurance and Reporting	• Monitor the quality, consistency and timeliness of compliance outputs and regulatory records. • Review evidence and compliance documentation to support enforcement decisions. • Ensure accurate record keeping and legislative compliance within Council systems.

	• Assist in preparing operational reports, statistics and compliance updates for management.
Acting Management Support	• Provide relief and acting support for the Manager of Regulatory Services during periods of leave or absence. • Represent the Regulatory Services team in operational meetings and stakeholder discussions as required. • Escalate high-risk, complex, precedent-setting or sensitive matters to the Manager of Regulatory Services for determination.
Other	• 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 or the Chief Executive Officer. • Carry out all duties in line with Council's Workplace Health and Safety policies and procedures and adhere to any legislative obligations.

Extent of Authority

This position operates under general direction and is responsible for coordinating the day-to-day activities of Council's regulatory compliance function. The role exercises delegated authority to make routine regulatory decisions, including the review and issuance of compliance notices, infringement notices and related enforcement actions in accordance with applicable legislation, local laws and Council delegations. The position plans and sequences compliance activities, allocates work, provides technical guidance to staff and coordinates after-hours service delivery. Matters involving policy development, prosecutions, regulated dog destruction orders, significant operational risk, budget management or decisions outside delegated authority are referred to the Manager of Regulatory Services. The position may act in the Manager's role during approved absences.

Key Relationships

Internal		
Position	**Nature of Relationship**	**How it Works**
Manager of Regulatory Services	Reporting and operational support relationship	Receives direction, escalates significant matters, provides advice and acts in the Manager's absence.
Compliance Officers	Leadership, supervision and coordination	Allocates work, provides technical guidance, monitors performance and reviews compliance activities.
Rural Lands Officers	On-call and after-hours coordination	Coordinates on-call and after-hours roster arrangements to ensure service continuity across regulatory functions. Does not provide formal supervision of Rural Lands Officers.

Business Support Officer - Compliance	Operational supervision and workflow coordination	Coordinates administrative support functions, priorities and service delivery requirements.
Customer Service Team	Operational coordination and customer service support	Coordinates and responds to customer service requests, enquiries and complaints relating to regulatory services, ensuring timely communication and service delivery.
Executive Leadership Team	Operational reporting and advice	Provides information and updates through the Manager as required.
External		
Position	Nature of Relationship	How it Works
Community Members and Customers	Regulatory service and compliance relationship	Provides information, investigates complaints and explains regulatory requirements and decisions.
Queensland Government Departments and Agencies	Regulatory liaison	Coordinates responses, referrals, investigations and compliance actions.
Queensland Police Service and Other Enforcement Agencies	Operational partnership	Assists with investigations, information exchange and enforcement activities where authorised.

Key Behavioural Competencies

Key behavioural competencies for this role include:

- Demonstrates sound judgement and integrity when exercising delegated regulatory powers.
- Promotes consistency, fairness and procedural fairness in regulatory decision-making.
- Provides effective leadership, supervision and support to team members.
- Maintains resilience and professionalism when dealing with conflict, complaints and challenging situations.
- Communicates clearly and confidently with a broad range of stakeholders.
- Applies effective conflict resolution and de-escalation techniques.
- Builds collaborative working relationships across Council and with external stakeholders.
- Demonstrates accountability and ownership for service delivery outcomes.
- Organises, prioritises and coordinates workloads to achieve operational objectives.
- Maintains confidentiality and exercises discretion in sensitive matters.

Position Requirements

Skills

- Supervision and coordination of operational compliance functions.
- Workflow management, prioritisation and resource allocation.
- Regulatory decision-making within delegated authority.
- Investigation oversight and evidence review.
- Drafting and review of compliance notices, infringement notices and regulatory correspondence.
- Procedural fairness and administrative decision-making.
- Conflict resolution, negotiation and de-escalation.
- Roster coordination and after-hours service management.
- Report writing and record management.
- Effective stakeholder engagement and communication.

Knowledge

- Local Government legislation, local laws and regulatory frameworks.
- Principles of compliance, enforcement and investigation processes.
- Administrative law and procedural fairness requirements.
- Evidence collection, assessment and documentation standards.
- Regulatory permits, approvals and enforcement mechanisms.
- Workplace health and safety obligations.
- Council policies, procedures and governance requirements.

Mandatory Experience/Qualifications

- Certificate IV in Government Investigations or equivalent qualification.
- Demonstrated experience in a regulatory compliance, local government, enforcement or investigative environment.
- Experience supervising staff and coordinating operational workloads.
- Current unrestricted Queensland Class "C" Drivers Licence.
- Current Firearms Licence.
- Ability to obtain and maintain relevant authorised person appointments and delegations.

Desirable Experience/Qualifications

- Experience in local government regulatory services.
- Qualifications in compliance, investigations, local government, law enforcement or related disciplines.
- Experience coordinating after-hours regulatory services.
- Experience preparing evidence briefs or supporting prosecutions.

Delegations and Authorisations

Financial Delegations

Check	Role	Financial delegation (up to)	Description
☒	Supervisor/Coordinator	$50,000	Approval of purchase orders within approved budgets, subject to compliance with Council

			procurement and quotation requirements under Council policies and the CEO-to-Employee Delegations Register; procurement exceeding delegation must be escalated to an authorised delegate.

Vehicle Authorisations

Check	Vehicle authorisation	Description
☒	**Classification 4** – Business use only	This position is authorised to use Council-owned or hired motor vehicles under ***Classification 4 – Business use only*** in accordance with Council's Motor Vehicle Policy and Management Directive – Motor Vehicle Provision and Use. Vehicle use is limited to approved business purposes and is subject to compliance with all policy conditions, licence requirements, reporting, and safety obligations. The position does not hold authority to approve vehicle allocations, usage classifications, or private use.

☒ Where the position has Delegations and Authorisation

Chief Executive to Employee Delegations and Authorisations

This position exercises powers and functions in accordance with Council's Delegations and Authorisations Policy, the Chief Executive Officer to Employee and Contractor Delegations Register, and any Authorised Person/ Authorised Officer Instrument of Employment issued to the role holder. Authority is limited to those delegations and authorisations formally granted and current at the time of action. The position holder is responsible for understanding and complying with the scope and conditions of their delegations and for escalating matters outside delegated authority in accordance with council procedures.

Physical Requirements

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.	☐	☐	☒	☐
Team Based Work - works in a team of people and not exposed to isolation	☐	☐	☒	☐
Communicating With Others – Verbal	☐	☐	☐	☒
Communicating With Others - Written	☐	☐	☐	☒

Focused Attention on Task - high levels of attention required to minimise errors and ensure accuracy	☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks	☐	☐	☐	☒
Planning and Sequencing Tasks and Activities - managing multiple tasks or projects simultaneously, ensuring that all activities are completed efficiently and effectively.	☐	☐	☐	☒
Decision Making - required to exercise sound decision making while completing all aspects of the position	☐	☐	☐	☒
Problem Solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	☐	☐	☐	☒
Reasoning - required to exercise sound reasoning while completing all aspects of the position within defined scope	☐	☐	☐	☒
Judgement - required to exercise sound judgement while completing all aspects of the position within defined scope	☐	☐	☐	☒
Short and Long-term Memory Recall – ready access to documented procedures or precedents to perform requirements of the position	☐	☐	☐	☒
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	☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	☐	☐	☐	☒

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)	☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps	☐	☒	☐	☐
Walking – In an upright position, moving more than 3 steps	☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground	☒	☐	☐	☐

Non-Manual Handling				
Crouch/Squat - To lower the body by bending forward from legs and spine, buttocks on or near the heels	☐	☒	☐	☐
Kneeling – To lower the body	☐	☒	☐	☐
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	☐	☒	☐	☐
Reaching – Extending arms out in any direction	☐	☒	☐	☐
Twisting/Trunk Rotation – Rotating the body to one side or the other without moving the feet	☐	☒	☐	☐
Fine Manipulation/Pinch Grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	☐	☒	☐	☐
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	☐	☒	☐	☐
Writing/Typing	☐	☐	☐	☒
Climb Ladders	☒	☐	☐	☐
Climb or descend stairs	☐	☒	☐	☐
Low Level Work – Performing manual handling actions at or near ground level	☒	☐	☐	☐
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	☐	☒	☐	☐
Pushing/Pulling – Applying force to move something away or closer to oneself, including static positions	☐	☒	☐	☐
Weight Requirements – lift, carry, push, pull or hold				
1 - 5kg	☐	☐	☒	☐
5.1 – 10kg	☐	☒	☐	☐
10.1 -15kg	☐	☒	☐	☐
15.1 -20kg	☒	☐	☐	☐
Lift floor to hip	☐	☒	☐	☐
Lift waist to shoulder	☒	☐	☐	☐
Lift overhead	☒	☐	☐	☐

☐ Plant operation with maximum seat rating of 120kgs

☐ Plant operation with maximum seat rating of 150kgs

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.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management

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 of Organisational Services
Signature:	
Date:	
Present Incumbent:	Vacant
Signature:	
Date:	