

City of Albany

Application Pack

Senior Ranger



About the City of Albany

The City of Albany is one of Western Australia's most important and historic regional Cities. The services, facilities and activities that we offer are continually evolving and expanding. As an employee of the City, you can help us to reach our full potential.

We employ around 500 staff members and provide an exceptional and committed service to the City of Albany, and we create an environment where every employee has an opportunity to succeed. We are committed to a more diverse workforce and promote diversity and equal opportunity employment.

The City offers some great benefits including flexibility in when and where you work to ensure a work-life balance. You will also enjoy a range of other benefits including:

- ✓ Superannuation co-contributions of up to \$4,500 per financial year.
- ✓ Professional development opportunities, including training, memberships, and study assistance.
- ✓ Excellent leave entitlements including annual leave loading and the ability to purchase up to an additional 8 weeks' annual leave per year.
- ✓ Employee health and wellness program and initiatives including yearly flu vaccinations, skin checks and health assessments.
- ✓ Novated Leasing (where applicable)
- ✓ Access to our Employee Assistance Program (EAP) for you and your family.
- ✓ Free ALAC Memberships.
- ✓ Festive leave days.
- ✓ Volunteering support.
- ✓ Generous study assistance.
- ✓ Employee recognition program.
- ✓ Discounted Private Health Insurance.

Our Values



About the Opportunity

The City of Albany is looking for a passionate, experienced and dedicated individual for the position of **Senior Ranger**

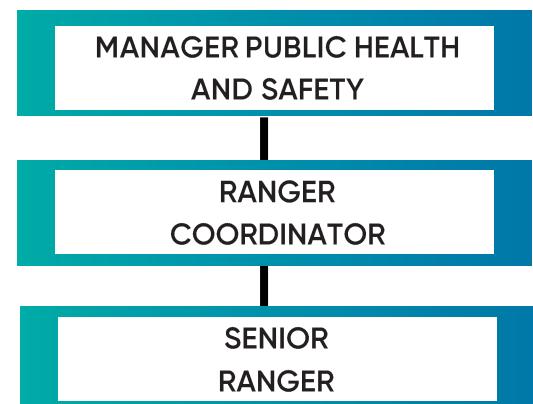
This position will see you support the provision and delivery of quality public services for the Albany community.

Location	Mercer Road Depot
Agreement	City of Albany Industrial Agreement 2023
Status	Permanent - Full Time
Salary	Level 6.1 to 6.4 (\$90,963.91 - \$ 96,765.61 per annum) dependent on skills, knowledge and experience
Hours	152 hours per 4 weekly cycle to be worked Monday to Sunday between the hours of 6.00am and 6.00pm
Annual Leave	4 weeks paid annual leave each year (pro rata) 17.5% leave loading
Long Service Leave	Available after 7 years of service in accordance with the Regulations.
Other Leave	Personal Leave, Compassionate leave and Parental Leave
Superannuation	The City will contribute superannuation payments to a fund/s meeting an amount equal to the Superannuation Guarantee as per the Superannuation Guarantee (Administration) Act 1992 and the Superannuation Guarantee Charge Act 1992.
Probationary Period	3 months
Medical	Appointment is subject to a pre-employment medical declaration.
Federal Police Clearance	Appointment is subject to a satisfactory federal police clearance.
Psychometric Testing	Appointment is subject to a satisfactory psychometric test.



Position Description

Title	Senior Ranger
Level	Level 6, City of Albany Industrial Agreement 2023
Directorate	Corporate and Commercial Services
Reports to	Ranger Coordinator
Responsible for	Rangers



Position Objective

This position is responsible for working in a leadership role within the City of Albany to:

- Generate and deliver initiatives designed to increase community awareness and compliance with relevant State and Local Laws.
- Maintain high standards of law, order and public safety.
- Encourage team culture that pursues an educational approach over enforcement when appropriate and in accordance with Policy and procedures.
- Measure team activities and outcomes regularly against the City and Community objectives.
- Supervise Ranger staff in their daily activities.
- Provide quality information and customer service to the local community, internal and external stakeholders and visitors to the City.
- Perform duties as required with a strong emphasis on customer service and education; and
- Facilitate a positive work environment that encourages and promotes individual and team performance.

Key Responsibilities

LEADERSHIP AND MANAGEMENT

- Demonstrate positive leadership behaviours that encourage, promote and recognise quality individual and team performance.
- Plan, control and supervise the duties and activities of operational staff.
- Conduct annual performance reviews for operational staff.
- Identify staff professional development and training opportunities, particularly in areas of community education and conflict de-escalation techniques.
- Monitor the professional development of staff to ensure they are appropriately trained and, where necessary qualified, to carry out the full range of their duties.
- Undertake investigations relating to staff and service complaints and assist with the arbitration and resolution of matters of conflict (internal and external).
- Identify and source appropriate personal protective equipment and clothing, uniform and general tools and equipment for operational staff.

STATUTORY COMPLIANCE AND ENFORCEMENT

- Ensure enforcement actions are preceded by attempts to educate the public on their obligations, when appropriate, to foster voluntary compliance.
- Ensure relevant State Government legislation and the City's Local Laws are enforced in a consistent, fair and objective manner and in the best interest of the community and visitors to the City.
- Implement the City's regulatory framework relevant to the service unit, including decisions to issue notices, directions, infringements and/or cautions; and to compile a brief of evidence to underpin prosecutions.
- Assist with the review of and appeals against enforcement and regulatory functions in accordance with the City's Policies.

OPERATIONAL

- Carry out the full range of Ranger duties and regulatory functions when required.
- Assist with the development and review of operational and Council policies, procedures and guidelines.
- Develop and post rosters in accordance with current Enterprise Agreement.
- Ensure Ranger team investigate, report and take appropriate action on complaints and breaches of legislation to the level of delegation provided.

ADMINISTRATIVE AND FINANCIAL SUPPORT

- Process and respond to internal and external correspondence in a timely manner ensuring all records are maintained in accordance with the City's record management requirements.
- Assist with the development of Council and Committee reports as required.
- Maintain an awareness of the organisations activities and initiate timely updating of website content, ensuring this content is current and relevant to business needs.

INTERPERSONAL/CUSTOMER SERVICE

- Ensure the delivery of regulatory and other functions relevant to the Ranger team are in accordance with the City's Customer Service Charter.
- Provide advise and support to the public with an emphasis on educating them about relevant laws and promoting voluntary compliance before enforcement.
- Demonstrate appropriate behaviours and personal appearance as a representative of the City.
- Provide advice and support to, and liaise with external stakeholders including, but not limited to, State Government departments, educational institutions and animal welfare groups as needed.

WORK HEALTH AND SAFETY

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that are within our own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they seem.
- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.
- Facilitate and encourage reporting from the team in accordance with WH&S Regulations.
- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.
- Facilitate and encourage feedback from the team regarding OH&S issues.
- Perform any additional duties as directed by the manager or executive, in line with the role's leadership, compliance and customer service responsibilities.

REQUIREMENTS

SKILLS

- Demonstrated leadership skills with experience in facilitating a positive work environment that encourages and promotes individual and team performance.
- Strong interpersonal skills with the ability to interact with others effectively including active listening, providing empathy and having an acute awareness of body language.
- Well-developed written and verbal communications skills.
- Well-developed time management and organisational skills, with a proven ability to prioritise multiple tasks to meet deadlines.
- Well-developed negotiation and conflict resolution skills.
- Strong customer service focus and commitment.
- Well-developed computer literacy skills.
- Strong presentation skills with the ability to convey information in a variety of formats in a clear, logical manner and maintain audience engagement.

KNOWLEDGE

- Comprehensive knowledge of relevant legislation, statutory investigations, legal procedures, and prosecutions applicable to Ranger Services.
- Understanding of effective education techniques.
- Good knowledge of prosecutions and Magistrate's court procedures.

EXPERIENCE AND QUALIFICATIONS

- Demonstrated experience preparing educational presentations and materials.
- Demonstrated experience with community engagement activities.
- Previous experience in education, mentoring, and guiding or coaching less experience employees.
- Previous experience as a Local Government Ranger or in a similar regulatory environment (at least 5 years).
- Supervisory level experience in the delivery of local government Ranger Services (desirable).
- Considerable experience in animal handling and administration and enforcement of legislation.
- Regulatory Officer Compliance Skills (ROCS) 1 and 2 certificate.
- Current First Aid certificate.
- 'C' class drivers licence.
- National Police Clearance.
- Other qualifications relevant to the position, including (but not limited to):
- Certificate IV in Local Government (Regulatory Services). (desirable)
- Certificate IV in Training and Assessment (desirable)
- Formal supervisory and/or management qualifications. (desirable)
- Off-road (4WD) driving qualifications or demonstrated experience in off-road driving. (desirable)

How to Apply

Making Enquiries

For general enquiries regarding the application process please contact People and Culture on 08 6820 3110. For specific enquiries regarding the position please contact Carl Fjastad on 6820 3920.

Completing Your Application

When preparing your application, you **MUST** include the following to be considered for interview:

1. A cover letter.
2. A statement addressing each of the "key selection criteria" below. Consideration for interview is based upon your clear demonstration that you meet the essential requirements for the position.
 - Demonstrated experience leading, supervising, and supporting a team, including promoting a positive workplace culture, encouraging performance, and managing professional development.
 - Experience developing and delivering educational initiatives or programs that increase community awareness and voluntary compliance with legislation.
 - Experience enforcing relevant legislation, including issuing notices, infringements, or cautions, and balancing enforcement with education and community engagement.
 - Demonstrated ability to effectively liaise with the public, stakeholders, and team members, including handling challenging situations and resolving conflict.
 - Experience planning, coordinating, and supervising operational activities, including rostering, reporting, record-keeping, and ensuring compliance with organisational policies and procedures.
 - Demonstrated knowledge and application of WH&S principles, including supervising staff, implementing risk control measures, and promoting a safe work environment.
3. A resume (or curriculum vitae), which provides your current contact details, relevant personal details, qualifications, work history and the details of two recent work referees details, qualifications, work history and the details of two recent work referees.

Lodging Your Application

1. Go to our website at albany.wa.gov.au/currentvacancies
2. Select the relevant position
3. Click on '**Apply**' and complete all mandatory fields. You will be required to attach your completed cover letter, selection criteria and resume to the application (as three separate electronic documents)

In the instance of a limited number of applications, the City reserves the right to extend the recruitment advertisement dates.

For reasons of equity, LATE APPLICATIONS CANNOT BE ACCEPTED. Deadline:

Applications close **5pm, Thursday 5 February 2026**



City of Albany

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