

Position Details		
Position Title: Community Safety Team Leader	Classification: Band 2 Level 3 Grade 12	Position Number: BHCC-PCS-09
Group/Area: Corporate and Customer Experience	Reports to: Manager Corporate & Customer Experience	Hours per week: 35
Our Organisation:		
Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.		
Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy		
Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork		
Position Objective:		
<p>This team leader role requires providing guidance, coaching and motivation to the team with clear vision and objectives to achieve their goals, while fostering positive culture and encouraging communication and innovation; playing a key role in setting standards, recognising and rewarding the team's work; seeking feedback, identifying challenges and opportunities for improvement.</p> <p>This role plays a key function in community safety and legislative compliance; implementing Local Government Regulations and all other associated Acts, Regulations and Council policy.</p> <p>A key component of the position will be to enhance Council's public image and improve customer experience through responsive and effective inspection investigation, liaison and communication with the community, businesses and other stakeholders; and by adopting a consistent approach of compliance prior to enforcement.</p> <p>The position is required to work towards meeting service standards within regulated timeframes.</p>		
Special Requirements:		
<ul style="list-style-type: none"> • Work outside normal business hours and weekends may be required from time to time. 		
Key Stakeholders:		
<ul style="list-style-type: none"> • General Manager • Executive Leadership Team • Director Corporate and Community • Manager Corporate & Customer Experience • Other Council departments • Ratepayers, residents and other service users • Community Groups and Individuals • Contractors • State Government agencies 		

Reporting Lines:

- This position will report to the Manager Corporate & Customer Experience
- The position will have a number of direct reports
- The position may be required to relieve duties of the Manager Corporate and Customer Experience
- The position may be required to lead internal project teams and coordinate small teams as required to achieve the objectives of the role

Accountabilities

The team leader is responsible for overseeing the functionality of the workgroup by:

- Being the first point of contact for team members and assisting in coordinating staffing levels within teams
- Providing guidance and instruction, coaching, mentoring and developing team's skills
- Delegating and keep track of various tasks as appropriate and within the abilities of the team
- Providing decision-making and assistance in managing conflict to resolve issues
- Assisting to determine the goals that the team members will work toward and report on KPI's/results monthly, or as required from time to time
- Reporting any matters of significance or unusual risk to direct reports, including performance and/or compliance
- This position is not required to performance manage staff
- This position is not required to approve leave
- This position is responsible for a small expenditure limit

You will use your professional skills and experience to:

- Exercise your authorised officer delegations to ensure compliance with relevant legislation and/or Council policies including but not limited to:
 - *Local Government Act 1993*
 - *Protection of Environment Operations Act 1997*
 - *Environmental Planning and Assessment Act 1979*
 - *Road Transport General Regulations Road Rules 1999*
 - *Roads Act 1993*
 - *Companion Animals Act 1996*
 - *Public Spaces (Unattended Property) Act 2021*
 - *Swimming Pools Act 1992*
- Ensure compliance with all internal and external Council policies and procedures; and statutory enforcement functions are undertaken in accordance with legislation
- Attend to customer enquiries: counter, email, telephone and ensure follow up administration or duties are actioned within specified time frames

- Carry out inspections and conduct investigations associated with compliance duties, such as swimming pool inspections, compliance/non-compliance with development consents, local approvals, building information certificates, overgrown properties, dilapidated structures, environmental issues, illegal dumping, companion animal and parking related matters etc
- Instigate legal action by way of Notices, Orders or Court proceedings where appropriate and as required
- Participate in prosecutions including preparation of supporting documentation and statements, attend court and give evidence (if required)
- Ensure communication is professional and an accurate account of Council's intent
- Ensuring accurate record keeping in accordance with Council policy and procedures including, data entry, maintenance of electronic records
- Represent Council at various meetings and forums
- Develop educational material and newsletters for industry as required
- Provide back up support when required to the Community Safety Officer/Ranger role and its functions and associated duties relating to animal control, pound facility, parking and other regulatory functions as described below:
 - Patrol Broken Hill City Council area to:
 - Issue cautions or act on infringements in accordance with policy and procedures
 - respond to complaints for stray, nuisance, dead and dangerous companion animals and impound as required
 - maintain professional relationships with stakeholders including contractors, veterinarians or similar
 - conduct door to door campaigns to educate, check or enforce legislation
 - Inspect/Investigate:
 - burning off any materials within the City and issue "on the spot" fines where necessary
 - complaints of vehicular, vessel or material obstructions of Council's footpaths and roads
 - reports of animal attack, nuisance animals, dangerous companion animals and animal noise and implement strategies to alleviate the source of the complaint(s)
 - Undertake witness interviews and collect evidence and write reports as required
 - report on incidents likely to cause pollution, including unauthorised waste discharges and dumping of waste
 - footway restaurant applications and make approval/non approval recommendations
 - properties for overgrowth and dilapidated structure
- Participate in continuous improvement of the team including
 - Assisting assessment of compliance programs and/or education programs to proactively reduce complaints

- Assist in the administration of and updating of policy, codes and procedures
- Assist in evaluation of the service reviews
- Cooperating and complying with any established safe work method statements or standard operating procedures designed for your health and safety and participate in developing these
- Conduct research, collate and coordinate relevant information
- Maintain current awareness of and investigate industry developments and standards to keep abreast of legislation
- Participate in ongoing professional development
- Liaise with other members of the team and across other areas of Council to ensure that issues are identified, matters are followed up and actions taken
- Assist other staff to meet Council objectives
- Undertake other duties within employee's skills, competency and training as required

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a team work approach by:

- Performing an active role within the Planning Development & Compliance team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

Other duties

- In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.
- The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.
- Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria

Essential

- Cert IV in Local Government (Regulatory Services) or equivalent (e.g. town planning, building surveying, environmental management, investigations)
- Extensive Local Government experience in compliance or similar agency
- Ability to work autonomously in a fast-paced environment
- Demonstrated high level of written, verbal and interpersonal communication skills
- Demonstrated high level of mediation and negotiation skills
- Ability to interpret and apply relevant legislation/regulations
- Demonstrated high level skills and experience with Microsoft Office Suite, including Word, Excel, Outlook etc.
- Current Drivers Licence
- Demonstrated commitment to a customer service culture and delivery of quality service.

Desirable

- At least four (4) years Local Government experience in compliance or similar agency
- Cert IV in Government Investigations or similar
- Certificate in Investigative interviewing and statement taking
- Diploma in Government Regulations
- Certificate as an Environmental Auditor
- Accreditation under the *Building Professionals Act 2005*
- Certificate in Environmental noise
- Experience as an authorised officer under the *Swimming Pools Act 1992*
- Background in regulatory/investigative/law enforcement would be an advantage
- Sound knowledge of development assessment and approvals processes
- Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement

Acceptance of Position Description

Approved: General
Manager

Signature:



Date: 02/08/2024

I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee
Name

Signature:

Date: