

## Position Description

|                         |  |
|-------------------------|--|
| <b>Position Title:</b>  | Program Leader - Public Space Permits  |
| <b>Position Number:</b> | ENH250   |
| <b>Department:</b>      | Customer Response Department   |
| <b>Reports To:</b>      | Public Health Coordinator  |
| <b>Supervises:</b>      | <ul style="list-style-type: none"> <li>• Team Leader</li> <li>• Team Leader</li> </ul> |

### Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

The Customer Response Department is made up of Local Laws and Public Health streams including Immunisation and Cemeteries, Customer Services and Business Support. Customer response provide front line service delivery and aim to provide a high standard of delivery by providing positive and proactive service experiences. The Department employs approximately 178 positions and is responsible for servicing and regulating matters on behalf of Council and to work with our community to achieve voluntary compliance.

### Position Purpose

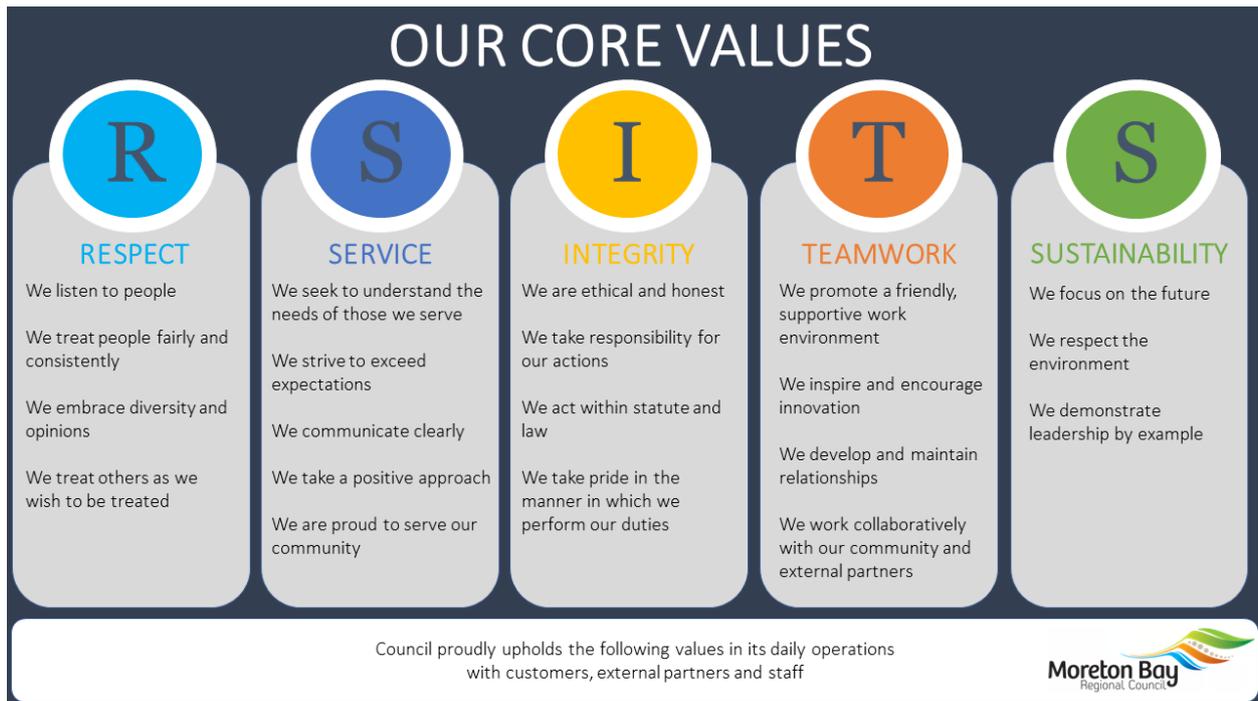
Under the direction of the Coordinator Public Health, the Program Leader - Public Space Permits will be responsible for:

- Leading a team that approves and regulates the use of Council land to prevent anti-competitive behaviour and prioritise public safety.
- Engaging extensively with community stakeholders, not for profit organisations and business.
- Managing all contracts/agreements in relation to use of Public Space.
- Researching and analysing relevant trends to inform the progress of the Team and leverage Council's investments in human, physical and financial resources.
- Providing expert advice in relation Public Space permits to other sections within Council and to the public in respect to Council's local laws, subordinate local laws, policies and procedures and other relevant related legislation.

### Specific Accountabilities

| Description   |
|---|
| <b>Leadership and Planning</b>  |
| Manage the activities of the Public Space Permit team, including the application, compliance, enforcement and approval processes for events and use of public space in accordance with Council's policy, local laws, Land Act and other relevant legislation. |
| Manage the planning, development and implementation of projects specific to the community and commercial use of public space  |
| To plan, develop and lead the work of project teams of staff and/or consultants, sub-consultants, contractors or suppliers to ensure the effective management of a project.   |
| <b>Organising and Operating</b>   |
| Provide high level, professional strategic advice to the Managers and the Director in relation to key projects and initiatives relating to the use of public space.   |

|   |
|---|
| Lead the planning and development of Council policy, procedure and work instructions guiding the approval and permitting process for the use of public land for commercial and non-commercial use.  |
| <b>Workforce Capability</b>   |
| Contribute to recruitment, induction, training and performance management of staff within the team  |
| Ensure that all staff are well trained in the safe working requirements and procedures of Council and any special safety requirements of operations or specific sites relevant to your team are well understood by staff                              |
| Deal with discipline issues and/or staffing complaints quickly and impartially, referring them to senior management as appropriate  |
| Develop and maintain a work environment that encourages participation, teamwork, innovation and excellence effectively address any staffing issues, communicating regularly with the teams and building commitment to service performance improvement |
| <b>Quality and Compliance</b>   |
| Ensure team members comply with all relevant regulatory and Council policies on information and security, industrial relations, workplace health and safety and any other legislation applicable to the Department                                    |
| Identify and manage risks applicable to the team, and ensure that staff understand key risks facing the team and how they should be managed   |
| Cooperate with any requests for information and records that are sought by the Manager Legal as part of any official investigation  |
| <b>Community Development and Stakeholder Relations</b>  |
| Build strong working relationships with elected representatives.  |
| Effectively manage the relationships with external agencies such as DTMR and QPS.   |
| Constructively deal with any customer service/complaints referred for action  |



### Work location

Based at the Caboolture Office you may be required to perform your role from any work location within the region.

### Diversity undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

### Position Dimensions

Staff Resources: ~ 5  
Section or program budget: ~ Nil

### Decision Making Authority

Policy: Interprets and applies policies

Staffing: Mentor and develop staff; oversight performance management systems across the Department and work with People, Culture and Safety to deal with any escalated industrial/discipline or safety issues

Delegations: Delegations under the *Local Government Act*

### Knowledge, Experience, Qualifications and Attributes

- Bachelor degree or formal relevant qualifications and extensive relevant experience.
- Extensive knowledge and experience working with the relevant legislation that include State Legislation, Local Laws and Land Act.
- Experience in confidently and positively leading and empowering others, developing and coaching team members and fostering a workplace culture consistent with Council's corporate values.
- High level interpersonal and communication skills with particular emphasis in the areas of advocacy, liaison, consultation, building effective relationships and teams, negotiation, conflict resolution and assertiveness with the ability to meet changing organisational needs within a diverse and political environment.
- Current "C" Class Driver's Licence.

**This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.**

**I have read, understood and accepted the responsibilities as outlined in this position description.**

**Signature: \_\_\_\_\_ Date: \_\_\_\_\_**