

Position Description

Position Title:	Team Leader - Programs & Parking
Position Number:	ENH261
Department:	Customer Response
Reports To:	Local Laws Coordinator
Supervises:	<ul style="list-style-type: none"> • Supervisor Parking Patrols • Local Laws Team Leader

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 comprised of Local Laws and Public Health streams including Immunisation and Cemeteries, Customer Services and Business Support. Customer response provide front line service outcomes and aim to provide a high standard of delivery by providing positive and proactive service experiences. The Department is responsible for servicing and regulating matters on behalf of Council with a primary focus on working to achieve voluntary compliance.

Position Purpose


To develop and deliver proactive education, compliance and enforcement programs which respond to current and emerging local laws issues within the community, improve community amenity and enhance community safety. To oversee Council's Regulated Parking program and associated tasks in Council car parks and Central Business Districts across the Moreton Bay Region. To model high standards of professionalism, ethical behaviour and customer focus in local laws dealings and drive the continual improvement of service capability.

Specific Accountabilities

Description
Leadership and Planning
Lead the development and delivery of education, compliance and enforcement programs to address current and emerging local laws issues within the community; manage joint initiatives with internal and external stakeholders e.g. QPS.
Provide leadership, support and guidance to the Local Laws program team; as a subject matter expert address and provide advice on complex, escalated or sensitive issues.
Lead the delivery of Council's regulated parking program, including targeted parking regulation initiatives, having regard for customer and stakeholder expectations.
Provide leadership, support and guidance to the Parking Patrols team, address emerging and escalated matters and identify and action process improvement and service enhancement opportunities.
Organising and Operating
Develop an annual program delivery plan that manages peaks and troughs, optimises resource availability and effectiveness and provides flexibility to respond to new issues.
Lead the conduct of Council's annual regulated dog audit program, ensuring the timely completion of inspections and animal owner compliance with conditions.
Keep up-to-date with changes in legislation affecting all areas of responsibilities associated with the role; appear as a witness representing Council at Court, Tribunals and other hearings as required.


Workforce Capability
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 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
Quality and Compliance
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.
Ensure the appropriate use of Council issued equipment, including personal protective equipment and the use of recording devices as part of maintaining a safety culture for the organisation.
Contribute to identification and management of 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
Community Development and Stakeholder Relations
Participate in community and industry consultation on current and emerging issues of concern.
Develop and maintain strong working relationships with partners and stakeholders, including Councilors, while delivering local law programs.

OUR CORE VALUES




RESPECT

- We listen to people
- We treat people fairly and consistently
- We embrace diversity and opinions
- We treat others as we wish to be treated




SERVICE

- We seek to understand the needs of those we serve
- We strive to exceed expectations
- We communicate clearly
- We take a positive approach
- We are proud to serve our community




INTEGRITY

- We are ethical and honest
- We take responsibility for our actions
- We act within statute and law
- We take pride in the manner in which we perform our duties



TEAMWORK


- We promote a friendly, supportive work environment
- We inspire and encourage innovation
- We develop and maintain relationships
- We work collaboratively with our community and external partners



SUSTAINABILITY

- We focus on the future
- We respect the environment
- We demonstrate leadership by example

Council proudly upholds the following values in its daily operations with customers, external partners and staff



Work location

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 limit of your skill, competence and training.

Position Dimensions

Staff Resources: ~ 2
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* and LGA 2009; AMCDA 2008; EPA1994; Stock Route Management Act 2011; Waste Reduction & Recycling Act 2011; MBRC Local Laws 1, 2,3, 4,5, 7,8; and SLL No.1 Schedules and as directed and published in Council's *Delegations Register*.

Knowledge, Experience, Qualifications and Attributes

- Bachelor Degree in business and /or similar disciplines or demonstrated learning in the Local Law/ Local Government workplace.
- Highly developed interpersonal skills and communication with the ability to build strong working relationships with a range of people at all levels within Council.
- Proficiency in relevant computer software, applications, systems databases and all mobile devices.
- Extensive knowledge of relevant legislation (including Local Laws and State Legislation) regulations, standards, and policies.
- Highly developed competence in undertaking project-based activities, including the ability to think logically, creatively and laterally.
- Excellent customer service skills and experience in working in a political environment.
- Highly developed skills to conduct research and to be innovative in preparing strategic documents, while meeting the needs of the Local Government environment.
- Current "C" class driver's license.

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:** _____

