

Role Description



Position Title Local Laws Team Leader

Position Number ENH194

Purpose of Role

Lead a team in the delivery of local laws and animal management services to meet community needs and achieve positive customer outcomes.

Specific Responsibilities

- Lead a team of officers in undertaking local laws and animal management compliance activities and programs.
- Oversee local laws and animal management investigations and provide specialist advice in relation to compliance activities.
- Resolve escalated customer and procedural issues by providing expert advice and exercising judgement and initiative, reporting back on customer outcomes and service enhancement opportunities.
- Ensure the optimal use of local laws team resources; develop team rosters, prioritise and distribute workloads and allocate fleet and equipment.
- Contribute to the development of local laws and animal management processes and procedures and develop and deliver staff training, coaching and development initiatives.
- Review and report on performance indicators and measures and service standards at an individual and team level.
- Participate in council's "After Hours On-Call" service.

Work experiences and skills - essential

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Demonstrated investigative, analytical and research skills.
- Demonstrated specialist skills, technical ability and experience with regard to regulatory and local laws services.
- Demonstrated experience in the interpretation and enforcement of legislation.
- Demonstrated ability to lead teams and work collaboratively to promote communication, innovation and exceptional standards of customer service.

Academic, Trade qualifications and other Licences - essential

- Tertiary qualification in government investigations, regulatory services, law or other relevant field.
- Current C class driver's licence.

Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

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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 limits of your skill, competence and training.

Organisational Expectations

