

Position Description – Manager, Regulatory Services

Job Title:	Manager, Regulatory Services
Reports To:	Director, Community and Environmental Services

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.

Organisational Expectations

Our mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focussing on excellence and sustainability.

Our values

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

- Respect
- Service
- Integrity
- Teamwork
- Sustainability

Respect	Service	Integrity	Teamwork	Sustainability
<i>starting point</i>	<i>this is what we do</i>	<i>how we do it</i>	<i>working together</i>	<i>outcome</i>
<ul style="list-style-type: none"> ▪ We listen to people ▪ We treat people fairly and consistently ▪ We embrace diversity and opinions ▪ We treat others as we wish to be treated 	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> ▪ We promote a friendly, supportive work environment ▪ We inspire and encourage innovation ▪ We develop and maintain relationships ▪ We work collectively to achieve common goals ▪ We work collaboratively with our community and external partners 	<ul style="list-style-type: none"> ▪ We focus on the future ▪ We respect the environment ▪ We demonstrate leadership by example

Job Purpose

The Manager, Regulatory Services has overall responsibility for managing and leading the department's diverse workforce of professional, technical and operational staff across multiple sites to deliver functions and programs including:

- Public and Environmental Health, including the public immunisation program; regulated business compliance; pest and vector control; biosecurity programs; food safety licensing and the operation of regional cemeteries.
- Local Law compliance, education and enforcement including regulated parking; animal control; regulated dangerous and menacing dogs; public amenity and the regulation of the use of Council controlled land.
- Building and development compliance investigations; building certification and finalisation; pool safety, vegetation clearing; and erosion and sediment control.
- Plumbing services including commercial and residential approvals, inspections and compliance enforcement.

As a member of the senior leadership team of the Division, more general accountabilities include:

- Contributing to leadership and strategic planning;
- Financial, operational and service planning and management;
- Developing the capability of the Department's workforce;
- Service provision, enhancement, quality and development;
- Relationship building with key internal and external stakeholders;
- Managing risks and ensuring compliance with statutory requirements;
- Contributing expert knowledge, preparing reports, procedures and policies, correspondence and representing Council as required.
- Actively promoting and demonstrating Council's vision, mission and values.

Specific Accountabilities	Performance Criteria
Leadership and Planning	
Provide strong leadership, expert advice and professional direction and support to all Departmental staff	<ul style="list-style-type: none"> • Plans are developed on-time and provide a strong foundation for Council to move forward • Satisfactory progress on implementing strategic initiatives • Demonstrated and measurable operational performance of the Department • Department's reputation for ethical behaviour
Develop and execute Departmental annual operating business and resourcing plans and budgets to achieve Council's strategic goals	
Build constructive relationships across all Divisions and Departments to foster an environment of trust, support and cohesion	
Foster a high performing work environment with a culture of continuous improvement and innovation.	
Role model conduct that aligns with the organisational values and assist EMT to set the ethical tone of the organisation.	
Keep abreast of political, economic, industry, employment, technology and social trends and developments which may impact Council operations or create opportunities for Council to extend or improve services	
Managing and Operating	
Oversight of Council's Public and Environmental Health including immunisation; pest management and vector control; biosecurity; food safety and regulated business licensing.	<ul style="list-style-type: none"> • Effective delivery of Public and Environmental Health function programs. • Effective operation of and planning for regional cemeteries. • Effective delivery of Local Laws function programs. • Effective operation of and planning for the region's animal shelter. • Effective delivery of Building and Plumbing function programs. • Positive and collaborative working relationships with suppliers, contractors, stakeholders and regulators.
Oversight of the effective operation and strategic direction of the region's cemeteries	
Oversight of Council's Local Laws functions including investigation of complaints; compliance, enforcement and prosecutions; regulated parking; moorings and jetties; public amenity; approvals for the use of Council controlled land.	
Oversight of Council's animal management functions including animal licensing; investigation of complaints; regulation of dangerous and menacing dogs; and the effective operation of Council's animal shelter.	
Oversight of Council's building and plumbing functions including approvals, certifications, inspections and finalisation; development compliance investigations; pool safety compliance, vegetation clearing; and erosion and sediment control.	
Ensure all work is performed to meet safety, environmental and legislative/ statutory requirements of Council	

Workforce Capability	
Manage the workforce to encourage innovation, improve productivity, systems and processes and build cooperation within and between teams	<ul style="list-style-type: none"> • The capability of the Department's workforce is developed • New staff are quickly recruited and productive • Increased workforce engagement and productivity • Appropriate accountability and communication structures within the Department • Demonstrated customer focus is evident
Manage the recruitment, induction, probation, training and development and performance review of Departmental staff more broadly	
Ensure all staff are trained in Council's safe working requirements and procedures and that any operational or site specific requirements are well understood.	
Implement Council's employee relations policies and practices, including the management of grievances, complaints, disciplinary issues, code of conduct matters and performance issues.	
Support and mentor unit Managers, Coordinators and Team Leaders to effectively engage and communicate with staff, build teams, address staffing issues and achieve a commitment to service performance and continuous improvement.	
Quality, Safety and Compliance	
Ensure that Council complies with all relevant regulatory and compliance obligations as they relate to financial and operational management.	<ul style="list-style-type: none"> • Compliance with legislative and employment obligations. • Risk management practices are effectively implemented. • Risks are identified and appropriately controlled or mitigated. • High standards of safety performance are attained.
Develop and implement a professional and thorough approach to identifying and managing risks within the Department, including workplace health and safety.	
Oversee risk and workplace health and safety reviews, ensuring that identified deficiencies and opportunities for improvement are timely addressed.	
Community Development and Stakeholder Relations	
Foster strong working relationships with government and community stakeholders as well as funding agencies to continue to promote Council, attract grant funding and improve the delivery of services	<ul style="list-style-type: none"> • Positive feedback from key government, business, industry and community groups • Strong working relationships with CEO, Directors, Managers and Councilors • Positive customer feedback across the Department
Cultivate and maintain effective relationships with Councillors, State and Federal government agencies, residents and ratepayers and community interest groups	
Manage community and industry consultation on services, enhancements and issues of concern	
Represent Council at meetings, conferences and workshops.	
Governance and Reporting	
Monitor and report on the Department's operational and financial performance.	<ul style="list-style-type: none"> • Accuracy and timeliness of reporting • Good governance practices are always followed, including appropriate dealing with conflicts of interest
Ensure departmental records are kept in a manner consistent with the <i>Archives Act</i> and enable information to be shared effectively across the Department and with other areas Council to aid decision-making.	
Cooperate with any requests for information and records that are sought by the Manager Legal as part of any official investigation	

Position Dimensions

Direct reports:	5 staff
Indirect reports:	~153 FTE (+ PT + casual contingency)
Departmental budget:	~\$14.7m operating budget

Decision Making Authority

Policy:	Develops new policies for formal approval and interprets and applies approved policies
Staffing:	Mentors and develops senior staff; maintains oversight of performance management systems across the Department and works with the Manager People, Culture and Safety to appropriately respond to escalated industrial, disciplinary or safety issues
Delegations:	Delegations under the <i>Local Government Act</i> and other Acts relevant to the position and in accordance with the Council's <i>Delegations Register</i>

Knowledge, Experience, Qualifications and Attributes

- Tertiary qualifications at degree or advanced degree level in Law, Health, Business, Environmental Science or other relevant discipline are essential, with extensive experience in leading a department in a large and complex organisation;
- Extensive knowledge and experience (10+ years) in leading investigatory and enforcement functions for local government or other complex political and regulatory environment;
- Thorough knowledge of regulation, compliance, prosecution, case management, project leadership management and people management.
- Demonstrated ability to provide strategic and operational advice and meet the financial and compliance obligations of the organisation while maintaining high levels of employee engagement;
- Demonstrated experience in managing and growing the capability of a team of skilled operational, technical and professional staff within a complex regulatory environment;
- Experience in the development and implementation of strategy and policy relevant to a complex regulatory and compliance body and leading organisational change while balancing competing priorities;
- Open and transparent communication style, including the ability to gain trust and elicit support;
- Strong presentation and communication skills, both written and verbal, the ability to act in an influencing/persuasive manner and the capacity to work effectively with diverse stakeholder groups;
- Analytical and outcome focussed, with the ability to manage competing demands in a complex environment;
- Credible, flexible, intuitive and highly ethical;
- Demonstrated organisational and project management skills and the ability to manage competing workload priorities.

Approved by: _____ **(Director)** **Date:**

Accepted by: _____ **(Incumbent)** **Date:**

-
- Council is an equal opportunity employer and is committed to providing a safe and healthy work environment free from discrimination, harassment or bullying
 - All staff are expected to comply with Council's Code of Conduct, the provisions of the *Local Government Act* and all other legislation relevant to the staff member's position
 - Smoking is prohibited in all Council buildings and vehicles