

Local Laws Team Leader

Position Description

Directorate	Community and Environmental Services	Department	Customer Response
Reports To	Community Standards Coordinator	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 4

Position Purpose

Lead a team in the delivery of education encouraging voluntary compliance and as required a range of enforcement activities to meet Community needs and achieve positive customer outcomes. These outcomes will be achieved through adherence to Council's Local Laws, State and State Legislation.

Key Responsibilities and Outcomes

As a Local Laws Team Leader you will:

- Lead a team of officers in undertaking local laws and animal management compliance activities and programs.
- Conduct local laws investigations and provide specialist advice in relation to compliance activities and legislation.
- Resolve escalated customer and procedural issues by providing expert advice and exercising judgement and initiative.
- Lead and foster a high-performance team culture through adherence to a range of workforce management activities.
- Identify and develop a range of governance documents, including standard operating procedures and other relevant material, reports and documentation.
- Identify relevant training needs of team members as required and ensure training requirements are maintained.

Additional Information:

- *This position is required to participate in Council's 'After Hours On-Call' Service.*
- *This position rotates across and leads various work teams within the Local Laws branch.*

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

Budget

N/A

Delegations

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Considerable experience in investigative and analytical skills, including conducting research.
- Demonstrated specialist skills, technical ability and experience in relation to regulatory and local laws services.
- Demonstrated experience in the interpretation and enforcement of legislation.
- Strong ability to recognise and respond appropriately to matters that are sensitive in nature in a political work environment.
- Considerable experience in a range of presentation and communication skills, both written and verbal, to engage constructively with a range of key stakeholders.
- Well-developed interpersonal and communication skills with the ability to maintain effective working relationships with internal and external stakeholders displaying a strong customer focus.
- High level ability to lead teams and work collaboratively to promote communication, innovation and exceptional standards of customer service.
- Well-developed level of experience in resolving escalated matters which are complex in nature.

Qualifications

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

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.