

Position Description

Position Title:	Team Leader Civic Compliance
Classification:	Band 6
Business Unit:	Civic Compliance
Reports to:	Coordinator Civic Compliance
Status:	Full Time
Approved by:	Director Planning and Place
Reviewed:	May 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;

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- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

To assist in the administration of the relevant Acts, Council's Local Law, Procedures and Policies to a consistent standard through the municipality and in a courteous, and reasonable manner.

To assist with and complete tasks delegated by the Manager Civic Compliance

To directly supervise the training and professional development including mentoring of officers.

4. Working Relationships

Reports To: Coordinator Civic Compliance

Supervises: Nil

Position deals with: All internal departments

External

Magistrates Court

Victoria Police

Public

Depot Staff

Park Services

RSPCA

Other Councils and agencies

5. Key Responsibilities

Local Laws, Domestic Animals and other Legislation

- To take responsibility for compliance with the provisions of the Local Government Act, Council's Local Law, Domestic Animals Act and other relevant Acts and Regulations.
- Ensure compliance with the required standard and ensure initial and follow up inspections are carried out by officers as directed.
- To co-ordinate and assist officers from time to time and attend to out-of-hours complaints from the public in respect of matters relating to the Local Government Act, Council's Local Law, Domestic Act, Road Safety Act, Road Rules Victoria and other relevant Acts and Regulations.
- To co-ordinate the necessary action, where notices are issued for non-compliance under the provisions of the Local Government Act and Council's Local Law within the specified time.
- To appear as informant for prosecutions instituted by Council and to act as prosecuting officer as and when required.
- To co-ordinate and carry out an annual door knock pertaining to animal registrations.

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- To co-ordinate and if necessary assist officers in patrols from time to time when the need arises to enforce on and off leash areas in public places and parks in the knowledge that the critical timing for enforcement can be outside 8am to 5pm.

Teamwork

- To assist in on the job training and carry out relief duties for School Crossing Supervisors, Traffic Management Officers and other Civic Compliance team members when required by the Manager Community Safety and Compliance.

Administration

- To oversee the issuing of permits and supervise the placement and conditions of those permits by authorised permit holders' within the municipality.
- To oversee the maintenance of proper records of all investigations undertaken and to ensure that the Coordinator Compliance is kept informed of all activities and investigations undertaken.
- To assist in the investigation and reporting upon complaints received which relate to the provisions of the Local Government Act, Council's Local Law, Domestic Animals Act and other relevant Legislation pertaining to Council matters.
- To oversee and maintain a day by day after hours complaints records, patrol sheets and statistical information associated with the functions of the business unit.
- To competently attend to counter and telephone enquiries and complaints from members of the public.
- To from time to time carry out other administrative duties as directed by the Manager Community Safety and Compliance.

General

- To ensure that the health and safety responsibilities applicable to the position are complied with.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

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5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Team Leader Civic Compliance:

This position is accountable for the interpretation and application of relevant Acts, Regulations and Local Laws. The objectives of the work are well defined with the freedom to act limited by established standards and procedures.

This position is authorised to/responsible for the following:

- To be authorised under the provision of the Local Government Act, Council's Local Law, Road Traffic Act, Road Rules Victoria, Litter Act, Domestic Animals Act and other relevant Legislation.
- To be authorised under the provisions of the Crown Lands Act.

The performance of this position will be evaluated on:

- The proper administration and enforcement of Animal Management, Traffic, Local Laws and other relevant legislation.
- The officers' ability to enforce local laws, procedures and policies in a courteous and reasonable manner.
- Demonstrate successful animal management skills and OH&S obligations of the position.
- Accountable for ensuring the Civic Compliance officers respond to complaints and investigate in a timely manner breaches of the relevant legislation, and within timelines set by Council policy.
- Accountable for assisting the Manager in ensuring the office maintains a high standard of professional conduct and high level of technical expertise

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Team Leader Civic Compliance:

- The incumbent will be required to use their knowledge and experience to assess situations and act appropriately. Some problem solving will be required however; guidance and advice may be sought

5.4 Management Skills

The following describes managerial skills required by the Team Leader Civic Compliance:

- Must be able to manage one's own time and prioritise work having regard to the needs of the department and the organisation.
- Supervision of Council's Civic Compliance Officers.
- Skills in effectively managing and mentoring staff.
- Responsible for ensuring that staff comply with the requirements of Civic Compliance procedures and policies.
- Responsible for the management and effective processing of multiple, complex enforcement issues.
- Responsible for supporting the Manager Civic Compliance in meeting responsibilities. These include, but are not limited to, mentoring staff or less experienced officers, training, and allocating work or assisting officers on patrol or investigations as required

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Team Leader Civic Compliance:

- Well-developed community liaison and public relation skills.

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- Ability to liaise with and gain the co-operation and assistance from all levels of management, staff and the community.
- Ability to discuss and resolve problems.
- Ability to negotiate with a diverse client base.
- Commitment to supporting an integrated team approach.
- Commitment to customer service (both internal and external customers).
- Excellent written and verbal communication skills.
- Ability to work independently, under limited direction to achieve objectives.
- Ability to balance competing demands effectively.
- Ability to manage ones workload and the needs of others in the office.
- Ability to act as a role model or mentor to more junior staff.
- Good negotiation and persuasive skills required.

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Team Leader Civic Compliance:

- Have knowledge of or the willingness to learn the Local Government Act, Road Safety Act, Road Rules Victoria, Litter Act, Domestic Animals Act and other relevant Legislation.
- An understanding of the goals and objectives of Council's Executive group and the relevant policies and long term goals of Council.
- Be able to cope with stressful situations.
- Ability to effectively supervise and mentor all officers.
- Be willing to carry out regular out of hours duties to assist or mentor officers as required in the performance of your role. This will from time to time require the officer to work late and weekend shifts when directed by the Manager Civic Compliance.
- Be able to exhibit courtesy, tact and diplomacy when dealing with the

5.7 Qualifications and Experience:

Essential

- Current driver's licence (vehicle).
- Relevant skills and substantial experience in a similar role
- Excellent customer service skills.
- Certificate IV in Animal Control & Regulation.
- Certificate IV in Government - Statutory Compliance.

Desirable

- Current First Aid Certificate

6. Performance Review

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The Team Leader Civic Compliance will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Team Leader Civic Compliance may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
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- Current driver's licence (vehicle)
- Substantial experience in a similar role
- Certificate IV in Animal Control & Regulation.
- Certificate IV in Government - Statutory Compliance.
- Certificate IV or Graduate Diploma in Front Line Management.
- Ability to enforce local laws and policies in a courteous, tactful and reasonable manner
- Ability to cope with stressful situations
- Excellent communication skills written and oral
- Ability to communicate effectively at different levels
- Ability to work independently with minimal supervision
- Appreciation of the political environment and corporate context
- A mature and professional approach to problem solving
- Ability to balance competing demands effectively
- Ability to liaise with and gain the co-operation and assistance from all levels of management, staff and the community.
- Ability to act as a role

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check,
- Victorian Drivers Licence is desirable
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.