

POSITION DESCRIPTION

POSITION TITLE:		Team Leader Construction Management Permits			
POSITION NO:		105400	CLASSIFICATION:		Band 7
DIVISION:		City Works and Assets			
BRANCH:		Construction Management Branch			
UNIT:		Construction Management Support Unit			
REPORTS TO:		Unit Manager Construction Management			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- Provide leadership and direction to the Construction Management Permits Team (the Team) to enhance customer service and improved efficiency and effectiveness of the Team's processes and procedures.
- Develop systems and processes to ensure accurate, consistent, effective and efficient issuance of permits, consents and licences in accordance with the Team's Key Performance Indicators (KPIs).
- To motivate, develop, support and mentor team members within a multi-disciplinary team environment with an outcome focused approach to the role.
- Ensure Council's information, data bases, customer request, permit, consent and licences management systems are up to date and accurately maintained
- Provide systems and business support for the Construction Management Branch (the Branch).
- Provide accurate and timely information as required to management.

ORGANISATIONAL CONTEXT

The Construction Management Support Unit forms part of the Construction Management Branch and has the responsibility for providing administration support for the Branch. The Unit receives records and allocates requests for investigation pertaining to the functions of the Branch, from internal and external stakeholders. The Unit issues local laws permits and consents under the Road Management Act, and maintains accurate records and data base in compliance with the relevant legislation and Council's statutory obligations.

The incumbent is required to pursue Branch, Divisional and Corporate goals through effective team work within the Branch and with colleagues in the wider organisation by assisting, supporting, liaising, and developing sound working relationships with a range of internal and external parties.

ORGANISATIONAL RELATIONSHIPS

Position Reports To:	Coordinator Construction Management Support Unit
Direct Reports:	Members of Construction Management Permit Team
Internal Liaisons:	Management; Team Leaders, Coordinators and staff of the Construction Management Branch; Information Services, Statutory Planners, Central Records, Governance, Organisation Development, Payroll, Compliance, Communications and Councillors
External Liaisons:	The incumbent is required to establish and maintain a responsive and professional relationship with residents and customers alike including but not limited to those lodging customer requests, local business operators, external contractors / developers, legal representatives, Police and other government personnel.

KEY RESPONSIBILITIES

Provide leadership and direction to the Team to enhance customer service and improved efficiency and effectiveness of the Team's processes and procedures as per the following;

Service Response

Coordinate the provision of all business support services within the Construction Management Permit Team.

Develop and maintain systems, practices and processes to ensure:

- Effective and efficient issuing of accurate and consistent permits, consents and licences in accordance with the Unit's Key Performance Indicators (KPI) for road reinstatements, Road Management Act, local laws and other relevant legislation;
- Sound decision-making in regard to the issuing of all permits, consents and licences to ensure compliance with Council's statutory obligations and liabilities;
- Timely and accurate responses to telephone, counter enquiries and correspondence;
- Motivate, develop, support and mentor team members within a multi-disciplinary team environment with an outcome focused approach to the role;

- Ensure Council's information, data bases, customer request, permit, consent and licences management systems are up to date and accurately maintained;
- Provide systems and business support for the Branch;
- Provide accurate and timely information as required to management.

Business Support

- Lead the team in the provision of effective and efficient support to the Branch and the manager.
- Participate in the preparation of the team's budget and service plan and undertake personal work plans of team members.
- Ensure the team operates in accordance with Council policies and procedures including, Occupational Health and Safety & Equal Employment Opportunities and Divisional/Branch Plans.
- Co-ordinate and facilitate improved efficiency and effectiveness of processes and procedures.
- Ensure the accuracy and integrity of the data base and information provided and all permits, consents, licences and reports are issued correctly, accurately and within agreed time frames.
- Undertake a range of other duties as directed by management that are within the limits of the employee's skill, competence and training.

Relationship Management

- Liaise with all levels of staff and management, internal and external clients and other parties in providing accurate information and excellent customer service.

ACCOUNTABILITY AND EXTENT OF RESPONSIBILITY / JUDGEMENT AND DECISION MAKING:

Accountability

The position is accountable to act in a manner that supports a culture of leadership and a focus on customer service in the Team. The decisions and actions taken by this position may have a significant effect on the operation of the Team and the public perception of the wider organisation.

The position has the freedom to act within approved policies, guidelines and budget to ensure achievement of goals and objectives.

This includes being accountable for:

- The management, planning and operation of the Team;
- Leadership, management and development of staff using initiative to ensure that the service standards are met or exceeded – this involves the exercise of discretion to act within established operating guidelines and delegated authority;
- The accurate completion of all duties, tasks and operational functions within agreed timelines, reports and providing specialist advice.
- Managing, priority setting of support functions and workload schedules and maintenance of a workplace consistent with principles of OH&S; and
- Assist in the preparation of the Unit's budget, service plan, and undertake staff personal work plans to achieve its vision, goals and targets.

Authority

This position has authority to exercise discretion in applying established practices and procedures in relation to a variety of situations. The person is required to:

- Provide specialist advice to clients with the freedom to act within approved policies and in accordance with relevant legislation.
- The advice given may have a substantial impact on the respective client.
- Act in accordance with documented delegations and authorities and relevant policies;
- Manage and act on day-to-day operational matters encountered by the team;
- Organise the consideration of and where appropriate issue permits, consents and licences within the statutory requirements and agreed guidelines;
- Liaise with representatives of other branches with Council and Government Departments with responsibilities for ensuring compliance with Council's statutory obligations and to achieve coordinated outcomes.

Judgement and Decision Making

This position requires the incumbent to operate with little direct supervision within a broad policy and legal framework. However, guidance and advice will always be available within the time required to make a decision.

- Decision making is based primarily on professional and technical experience and knowledge.
- Situations will occasionally arise that do not have clear methods and procedures or clear basis in legislation, guidelines or precedence requiring incumbent's decision making and problem solving to be utilised.
- The ability to understand the issues and solve problems by utilising Council's and Legislative guidelines will be required.

Safety and Risk

- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Role model behaviour which exhibits the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community. Include conversations about living the values in performance development reviews.
 - Teamwork
 - Integrity
 - Respect
 - Accountability
 - Innovation

SPECIALIST SKILLS AND KNOWLEDGE

- Proven ability to improve efficiency and effectiveness of processes and procedures in issuing permits and consent.
- Ability to improve the accuracy, consistency and integrity of permits, consents, data and information provided to stakeholders.
- Proven ability to motivate, develop, support and mentor team members within a multi-disciplinary team environment with an outcome focused approach to provide excellent customer service.
- Ability to lead and manage a team in the continual pursuit of excellence in customer service.
- Ability to analyse and improve the efficiency and effectiveness in processes and procedures.
- Ability to ensure the accuracy and integrity of the data base and information provided to stakeholders and to ensure all permits, consents, licences and reports are issued within agreed time frames.
- Excellent computer, oral communication and report writing skills.
- Initiative to use problem solving approaches to achieve positive outcomes while managing a high and demanding work load.
- Ability to develop and improve staff's knowledge, decision making and accountability through leading by example and mentoring.
- Ability to manage high workloads, both personally and that of the Team, to achieve compliance with the Unit's KPIs and to ensure Council expectations are achieved or exceeded.

MANAGEMENT SKILLS

- Ability to assist in developing a vision for the service in a manner that engages staff and other stakeholders.
- Displays a personal example by setting clear goals and plans and following through on commitments.
- Displays an ability to challenge processes and to seek learning's.
- The ability to initiate and facilitate meetings of parties to resolve issues in a proactive and seamless manner.
- An inclusive leadership style, to support and motivate team members to develop personal growth and a team culture of respect and improved decision-making to provide excellent customer service.
- Willingness and ability to accept other duties as required by management that are within the officer's capabilities.

- Ability to plan, prioritise and organise work within a set timetable and in an environment of change and conflicting demands.

INTER-PERSONAL SKILLS

- High level oral and good written communication skills.
- Proven ability to engender discussion to solve problems in a team environment.
- Good conflict resolution and negotiation skills and proven ability in maintaining confidentiality.
- Proven ability to communicate effectively in providing accurate and timely information to internal and external customers.
- Ability to gain the co-operation and assistance of a range of people, including staff, residents, ratepayers, statutory and government personnel, community interest groups etc.
- Ability to work within a multi-disciplinary team environment with an outcome focused approach to the role.

QUALIFICATIONS AND EXPERIENCE

- Experience in systems and business support and customer service delivery.
- The skills and knowledge obtained by substantial systems, customer service and business support experience.
- Experience in developing and implementing outcome focused systems, policy and procedures in relation to work practises and computer systems.

KEY SELECTION CRITERIA

- Proven ability to improve efficiency and effectiveness of processes and procedures in issuing permits and consent.
- Ability to improve the accuracy, consistency and integrity of permits, consents, data and information provided to stakeholders.
- Proven inclusive leadership style, to support and motivate team members to develop personal growth and a team culture of respect and improved decision-making to provide excellent customer service.
- Demonstrated ability to exercise personal judgement and decision making within agreed standards to ensure service delivery.
- Excellent computer and high level analytical oral and written communication skills; with the ability to prepare accurate and timely reports and responses to requests in a manner that promotes the image and reputation of Council.
- Demonstrated initiative and ability to be proactive and deploy good problem/conflict resolution and negotiation skills.
- Ability to build and manage strong relationships with all clients and make a positive contribution to Council while managing a high workload.