



## Position Description – Coordinator Community Safety

<b>Division</b>	Engaged Community
<b>Portfolio</b>	Community Health and Safety
<b>Business Unit</b>	Community Safety
<b>Level</b>	8
<b>Reports To</b>	Manager Community Health and Safety
<b>Prescribed Position</b>	Yes

### Position Objective

The Coordinator Community Safety is responsible for providing experienced people leadership and strategic direction to ensure the efficient, effective, and customer-focused delivery of Council's regulatory functions, including permits, events, and administrative services. This role is pivotal in shaping the future direction of the team through the development and implementation of key strategic documents such as the Community Safety Business Plan and Cultural Action Plan, driving service innovation and operational excellence.

With a focus on emerging and future-proofed practices, this role will lead the evolution of community safety strategies aligned with Council's Vision and priorities. It will provide independent direction, foster capability development, and champion new ways of working to meet organisational objectives and statutory obligations.

A courageous, caring, and progressive leader, this role will cultivate a collaborative team culture, promoting excellence in community safety and delivering outstanding customer experiences for our community.

### Key Responsibilities

- Provide autonomous leadership direction, with a strategic focus to the Community Safety Team, managing people leadership responsibilities, regulatory functions and driving innovation to enhance efficiencies and effectiveness.
- Model a high standard of work performance to foster a progressive, high performing team environment that encourages motivation, initiative and enthusiasm.
- Create, engage on and execute the team vision, and associated business plans, ensuring alignment with Council's strategic direction and statutory obligations.

- Lead with passion and care, cultivating a team culture that reflects our organisational values, and embraces best and emerging practices within the Community Health and Safety philosophy of education, encouragement and enforcement.
- Lead best and emerging regulatory practices amongst the team, with a dedicated focus on innovation, high performance and a commitment to the delivery of a positive customer experience. Principal legislation administered by the team includes, but not limited to, the Australian Road Rules, the Dog and Cat Management Act, the Local Nuisance and Litter Control Act and Council By-laws.
- The Team Leader is the principal source of advice on community safety services, ensuring that relevant legislation is accurately interpreted and effectively applied and expert advice communicated to customers, team members, senior leaders and Elected Members.
- Make autonomous and independent decisions, having regard to legislation, policy, procedures, guidelines and organisational/industry best and emerging practice.
- Provide people leadership and line management, building capability through individual and team development to meet the needs of the organisation and community.
- Actively monitor and communicate legislation to build understanding across our community and within our organisation, providing leadership and visibility so amendments are fully understood, and the Community Safety Team is prepared to respond in real time.
- Ownership, preparation and delivery of the Community Safety Team budget and expenditure.
- Create and implement improvements to existing and new systems which improve efficiency and effective delivery of services for customers as the primary focus.
- Establish effective partnerships across our organisation, as well as Local and State Government agencies and other relevant stakeholders to ensure that services delivered to our community are provided co-operatively, collaboratively and efficiently.
- Implement and manage contracts that are relevant to the Community Safety Team.
- Prepare court proceedings for consideration for follow-up and represent Council as necessary.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver a progressive customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of team members in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- Excellent leadership and people management skills including ability to develop people and provide a clear connection to employee purpose.
- Ability to lead the creation, engagement with and execution of strategic initiatives and plans to ensure customer centric system design and efficiencies are realised for our community.
- Ability to lead, champion and communicate the strategic implications of community safety matters on the organisation and to effectively lead a clear strategic direction.
- Excellent verbal and written communication skills.
- High level ability to lead, motivate and create high performing teams.
- Highly developed skills in monitoring, evaluating and developing teams.
- Lead and promote exceptional levels of customer service and experience.
- Exemplary time management, sound initiative and problem solving skills.
- Ability to prepare, maintain and monitor a budget.
- Highly developed conflict management skills and effective negotiation and mediation skills.
- High level innovative and progressive thinking.
- Ability to exercise objective professional judgement, with a degree of delegated decision-making authority and an awareness of the political dimensions of services and decisions.
- High level of computing skills including experience using Microsoft Suite and SalesForce.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management systems and intranet.
- Demonstrated understanding and enthusiasm for the direction of our City and our organisation.

### **Knowledge**

- Comprehensive knowledge of the Local Government Act, Dog and Cat Management Act, Local Nuisance and Litter Control Act, Council's By-laws and all other applicable legislation utilised within Council's Community Safety Team.

### **Experience**

- Comprehensive experience in leading and setting strategic direction for a team within the local government regulatory environment.

- Proven experience in leading and managing team development and performance and implementing change to increase efficiency, legislative compliance and/or customer experience.
- Demonstrated experience prioritising and organising work to meet conflicting demands of a diverse team.
- Comprehensive knowledge of change management principles and practices.

## Qualifications & Requirements

A tertiary qualification with management qualifications or related field and/or commensurate demonstrated experience in leading a team.

Essential

Nationally Coordinated Criminal History Check (Police Check)

Essential

Car Licence.

Essential