



## 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>	7
<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 to ensure the efficient, effective, and customer-focused delivery of Council's regulatory functions. This role is pivotal in shaping the future direction of the team through the development and implementation of key strategies aligned with our Community Vision and Organisational Plan, focused on progressive and contemporary service delivery and customer experience 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 genuine people leadership and will give independent direction, foster capability development, and champion new ways of working to meet organisational objectives and statutory obligations.

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

### Key Responsibilities

- Provide autonomous leadership to a diverse 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, collaborative team environment encouraging motivation, initiative and enthusiasm.
- Link the team's purpose to our Community Vision and Organisational Plan, fulfilling our statutory obligations in a way that reflects the needs of our community.

- Lead with passion and care, creating a team culture that reflects our organisational values and embraces best and emerging practices within the Council's 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.
- Demonstrate adaptability and flexibility in high customer contact team, being the principal source of advice on community safety services, ensuring that relevant legislation is accurately interpreted and effectively applied and expert advice is communicated to customers, team members, senior leaders and Elected Members reflecting our CX focus.
- Make autonomous and independent decisions, having regard to legislation, policy, procedures, guidelines and organisational/industry best and emerging practice.
- Provide people leadership 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.
- 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**

- Strong people leadership skills, including high level ability to lead, drive accountability, motivate and create high performing teams.
- Enthusiastic, resilient, and customer focused who possesses a positive, solution oriented attitude.
- Excellent organisational skills with the ability to prioritise tasks and meet multiple conflicting deadlines.
- Ability to use initiative, think strategically and generate innovative solutions and ideas.
- Excellent verbal and written communication skills.
- Demonstrated ability to monitor, evaluate and develop teams.
- Have a detailed understanding of and commitment to continuous improvement and exceptional customer experience.
- Ability to prepare, maintain and monitor a budget.
- Highly developed conflict management skills and effective negotiation and mediation skills.
- 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.
- Highly capable in the use of contemporary technology relevant to the position.
- Demonstrated behaviour consistent with the organisational values.

### **Knowledge**

- Comprehensive knowledge of relevant legislation and contemporary practices as they relate to the operation of the department.
- Sound understanding of Council's role and function and strategic directions.

### **Experience**

- Experience in leading a team within the local government environment.
- 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

Out-of-hours work is required to respond to operational or community needs.

Essential