POSITION DESCRIPTION
CORPORATION OF THE CITY OF UNLEY

1. JOB IDENTIFICATION:

Title of Position: TEAM LEADER COMMUNITY SAFETY
Business Unit: CUSTOMER EXPERIENCE AND COMMUNICATIONS
Reports to: MANAGER CUSTOMER EXPERIENCE AND COMMUNICATIONS
Classification: MOA 6

2. POSITION OBJECTIVES:

- The Team Leader Community Safety will oversee the operations of the Community Safety team to ensure delivery of high quality, customer-focused parking enforcement, general inspector and permit services to the City of Unley. The role will exercise a high-level of autonomy and work in coordination with the Manager Customer Experience and Communications.

  The position will:

  - Build and lead an effective team in the delivery of high-level compliance services in accordance with Council's strategic and corporate goals.
  - Ensure that the Community Safety Team undertakes compliance functions in a manner that complies with the statutory obligations, and related policies and procedures, of the:
    - *Local Government Act 1999*
    - *Dog and Cat Management Act 1995*
    - *Local Nuisance and Litter Control Act 2016*
    - *Road Traffic Act 1961*
    - *Private Parking Areas Act 1986*
    - *Expiation of Offences Act 1996*
    - *Fire and Emergency Services Act 2005*
  - Participate in and lead continuous improvement opportunities to ensure that the City of Unley adapts to community expectations and relevant legislation.
  - Build and lead an effective team in the delivery of high-level service related to parking enforcement, general inspectors and permits.
  - Support the Manager Customer Experience and Communications by ensuring the Community Safety Team's functions align with customer needs and expectations, and that processes are continually reviewed and adapted to improve the overall customer experience with Council.
  - Investigate and implement the use of new and emerging technologies to assist in the effective delivery service of Community service functions.

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3. KEY RESPONSIBILITIES:

Team Leadership

- Lead the day-to-day operations of the Regulatory Service Team and proactively encourage and foster a constructive culture and demonstration of the corporate values and behaviours, both at an individual staff level and as a team.
- Prepare and respond to any legislative changes to the statutory obligations within the team responsibilities.
- Ensure that the Community Safety Team meets its objectives, key performance indicators and delivers on agreed policies, projects and services.
- Ensure that the Animal Management Plan is actioned and reported on in accordance with the annual action plan.
- Implement and deliver an operation management approach to ensure that regulatory services are provided to a high standard and meet required timeframes.
- Undertake regular performance management of staff, including annual performance discussions and regular one-on-one meetings with direct reports to ensure that staff are provided with feedback on their performance, approach to their work and contribution to the culture of the team.
- Ensure that plans are developed and implemented in collaboration with the Community Safety Team in order to establish the desired culture within the team.
- Support the development of staff within the Community Safety Team by implementing a training and development plan for staff and the team, and through the provision of expert advice and leadership in the delivery of regulatory related services.
- Build and maintain strong internal relationships across Council to support collaboration, deliver efficient end-to-end services and achieve sustainable positive community outcomes.
- Ensure fees and charges are sound, fit for purpose, and aligned with Council policies and service objectives, maintaining accountability for their accuracy and appropriateness.
- Facilitate and oversee the collection process for these fees and charges, ensuring compliance, efficiency, and accountability throughout the process.

Customer Service

- Ensure that the Community Safety Team provide exceptional services in line with the organisational and team customer service expectations and standards.
- Oversee the provision of the customer service functions, ensuring smooth operation and availability as a priority.
- Ensure written and verbal communication provided by the Community Safety Team is timely and of a high standard to ensure clear messaging and.
- Ensure that customer complaints are reviewed with a response provided to Council standards.

Compliance

- Lead and support the Regulatory Services Team in the administration of the:
    - *Local Government Act 1999*
    - *Dog and Cat Management Act 1995*
    - *Local Nuisance and Litter Control Act 2016*
    - *Road Traffic Act 1961*
    - *Private Parking Areas Act 1986*
    - *Expiation of Offences Act 1996*
    - *Fire and Emergency Services Act 2005*

- Ensure that Community Safety Team is undertaking compliance action in accordance with the City of Unley's Compliance Policy.

Other

- In collaboration with the Manager Customer Experience and Communications ensure that there is appropriate management of the budget relevant to the Community Safety Team functions, including regular monitoring and reporting as required.
- Prepare and deliver expert reports, memos and presentations as required to Council, the Executive Management Team and other key stakeholders as required on matters relevant to the position.
- Demonstrate the City of Unley values and leadership attributes when working with others and the community.
- Comply with the City of Unley's Records Management Policy, procedures and practices for all records created and received.
- Undertake other duties associated with the position as required.
- Some out-of-hours work may be required.

Leaders must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Work Health and Safety (WHS) Responsibilities:

Leaders are responsible for ensuring that work is planned, led and performed safely within their teams.

Key responsibilities include:

- Lead a safe and healthy work environment by setting clear expectations and modelling safe behaviours.
- Identify, assess and manage risks within their area of responsibility, including physical and psychosocial hazards.
- Implement and maintain appropriate controls, ensuring risks are reduced so far as is reasonably practicable.
- Ensure team members understand and follow relevant procedures, guidelines and safe systems of work.
- Monitor workload, work design and team conditions to ensure demands remain sustainable and do not create undue risk.
- Facilitate consultation with workers on WHS matters, including hazard identification and review of controls.
- Ensure hazards, incidents and near misses are reported, investigated and actions are completed in a timely manner.
- Support early intervention and recovery at work, including participation in return to work processes.
- Escalate risks, competing priorities or resource constraints that cannot be resolved at team level.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.



4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Demonstrated experience in leading a small to medium team of professionals.
- Experience in working in a highly political/controversial environment and demonstrate experience in engaging with key stakeholders.
- Experience in undertaking compliance functions within a Community Safety realm.
- Driver's License – 'C' Class.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable

- Previous experience in a Local Government leadership position.
- Qualifications and experience relevant to the Local Government Act, Dog and Cat Management Act, Road Traffic Act and other relevant legislation, policies and procedures.

b) Knowledge

Essential

- A sound understanding of the role of Local Government in regulatory services delivery.
- A detailed understanding of the legislation and policy context of regulatory services.

c) Skills

Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- High-level negotiation and advocacy skills.
- Highly developed interpersonal skills to foster positive working relationships and collaboration and the ability to consult, negotiate and communicate with all levels of staff, Elected Members, government agencies, suppliers and the community.
- Superior written and verbal communication skills and ability to review and edit reports for clarity, accuracy and context.
- Sound conflict resolution and negotiation skills and the ability to manage and diffuse situations with a high degree of emotion.
- Effective organisation and time management skills.
- Ability to review and revise work practices for business and continuous improvement.

d) Personal Attributes

Essential

- A high degree of personal integrity, reliability and expertise with the planning area.
- Highly accountable and accepting of responsibility.
- Highly adaptive and responsive to change.
- A high level of empathy and approachability with an openness to consider other points of view.
- An optimistic disposition, with a good ability to see “the whole picture”, consider options and determine effective solutions that aim to achieve good outcomes for all.
- An ability to work with people from a wide range of diverse backgrounds and disciplines.
- A high level of commitment to internal and external customer service.
- Willingness and flexibility to work outside of normal business hours when required.
- A commitment to ongoing professional development and continuous learning

e) Responsibilities

- Managing resources (financial, human and physical) to ensure activities are delivered to plan, within timeframes, quality and budget.

f) People Management

- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- A commitment to ongoing professional development and continuous learning

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: ..... Date: .....

Manager: ..... Date: .....