

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Manager Regulatory Services</b>		
<b>Classification:</b>	<b>Senior Officer</b>	<b>Status</b>	<b>Full Time</b>
<b>Group:</b>	<b>Governance, Facilities and Economy</b>	<b>Business Unit:</b>	<b>Regulatory Services</b>
<b>Reports to:</b>	<b>General Manager Governance, Facilities and Economy</b>		
<b>Direct Reports:</b>	<b>5</b>	<b>Date:</b>	<b>November 2023</b>

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

Specific objectives for the position are:

- Lead and manage the Regulatory Services Business Unit to ensure that corporate, operational and customer service objectives are met.
- Protect and enhance the wellbeing, resilience, amenity and safety of the community through the provision of services including building, environmental health, animal management, legislative enforcement, emergency management and school crossing supervision.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Manage the activities of the Regulatory Services Business Unit to ensure that Council's corporate and strategic directions are accomplished in a manner which provides optimum outcomes derived from compliance with relevant legislation, best practice concepts, and a risk mitigation expertise.
- Ensure the effective and customer focussed provision of services in relation to:
  - Animal management including responsible domestic animal ownership
  - Traffic management and parking
  - Prosecutions, Compliance and development of Cardinia's Local Laws
  - Supervised school crossings
  - Environmental Health including domestic wastewater management, food and health and beauty premises and immunisations.
  - Buildings

- Emergency Management and related functions such as community recovery, community resilience, fire prevention and emergency building arrangements.
- Manage the contract for the provision of Environmental Health Services by an external contractor through sound contract management practices.
- Provide sound advice to Councillor's, senior management, other Council employees, and the community on Regulatory Service and building matters.
- Attend Council meetings and briefings as required and ensure Council resolutions are implemented.
- Ensure the appropriate representation of Council at hearings before the courts, including the Victorian Civil & Administrative Appeals Tribunal (VCAT), advisory bodies, Building Appeals Board and other forums. Including the training and mentoring of employees to appear at such hearings.
- Provide communication, education and awareness programs for the community.
- Ensure all appropriate actions are taken to implement OH&S policies and procedures and legislative requirements.
- Accept operational responsibility for OH&S performance within work areas under your control.
- Effectively communicate OH&S policies, procedures and workplace issues with senior management and employees.
- Provide support to ensure that services provided by Council's Building section meet the requirements of the Building Act 1993, Building Regulations 2018, and other relevant legislation.

#### **POLICY AND PROCEDURE COMPLIANCE**

- Comply with all corporate policies, procedures and practices.
- Adhere to policies and standards for cyber security measures and follow best practices in IT safety.

#### **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

#### **RISK MANAGEMENT**

- Comply with risk management policy and procedures.
- In accordance with Council's Fraud Control Policy and Fraud Control Plan, identify risks and establish controls and procedures in the identification and prevention of fraudulent activities within the business unit. Provide guidance to employees in relation to reporting requirements, annually review risk controls and implement action plans to reduce or eliminate the risk of fraudulent activity.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Deliver a positive internal and external customer experience based on requirement and area of expertise.
- Ensure all activities are undertaken in accordance with legislative requirements and organisational policies and processes.
- Connect with, and leverage the communities served, to share in the design experiences to drive value and outcomes.

- Provide leadership, authority, direction and expertise on policy, strategy, goals and projects within area of responsibility to achieve Council Plan and organisational strategy and goals.
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.
- In conjunction with key stakeholders, develop strategies to improve engagement, and culture, including but not limited to, recruitment, onboarding, retention, recognition, learning and development, diversity, wellness, and other activities aimed at creating a positive workplace environment.

### **JUDGMENT AND DECISION MAKING**

- Operate in a specialised environment with limited day-to-day management.
- Possess detailed knowledge and understanding of Council Plan objectives and emerging trends to ensure the decisions made by this position are strategically sound.
- Exercise independent judgement, considering operational requirements, community needs, political implications and provide professionally objective advice relating to area of responsibility.

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Consider broader context and strategy outside of their area of responsibility and expertise and contributes to organisational purpose and direction.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- Demonstrate financial acumen and the ability to manage organisational and business unit budgets effectively. This may include external funding and grants management.
- Demonstrate specialised analytical and problem-solving skills.
- Proven ability to plan and implement workplace change to deliver outcomes for the community and organisation now and into the future.
- Possess comprehensive working knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.
- Demonstrate understanding of the economic, political, and social issues of the local government environment and the influence of national and state political landscape.

### **INTERPERSONAL SKILLS**

- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess exceptional communication, negotiation, and interpersonal skills with the ability to clearly articulate and present information to Councillors, community, key stakeholders, and employees.
- Ability to manage a variety of complex tasks and issues concurrently.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of cross functional team.

### **MANAGEMENT SKILLS**

- Lead strategic planning and business planning process within area of responsibility.
- Provide leadership by clearly communicating and executing Council Plan and organisational strategy and goals.
- Promote a culture of learning by proactively seeking opportunities to challenge and develop team members and provides practical feedback to maximise performance.
- Support high performance through regular coaching with direct reports, and role modelling shared leadership.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing despite conflicting priorities.

- Lead and influence a collaborative and innovative values-based culture.
- Adopt a commercial and entrepreneurial approach to the design and implementation of programs.
- Foster innovation and improves work practises and processes.

**QUALIFICATIONS AND EXPERIENCE**

- A tertiary qualification in a relevant field.
- Demonstrated experience in leading diverse portfolios.
- Experience in leading, mentoring and developing a team of diverse professionals.
- Experience in strategy development and evaluation and alignment to Council Plan, organisational strategy and goals.

**KEY SELECTION CRITERIA**

- Financial acumen and the ability to manage organisational and business unit budgets effectively. This may include external funding and grants management.
- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information to Councillors, community, key stakeholders and employees.
- Understanding of the economic, political and social issues of the local government environment and the influence of national and state political landscape.
- Understanding of emerging trends to ensure the decisions made by this position influence the outcomes for our community and organisation now and into the future.
- Leadership, authority, direction and expertise on policy, strategy, goals and projects within area of responsibility.
- Relevant experience and a record of achievement at a senior level in an enforcement, environmental health and/or compliance service field.

**CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia’s policies and procedures.

Tenure	This is a full time position
Pre-employment checks	All appointments are subject to a National Police Record Check, preemployment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.