

POSITION DESCRIPTION

MANAGER COMMUNITY SAFETY

Award Classification	Senior Executive Officer
Directorate	Community & Planning
Reports to	Director Community & Planning
Supervises	<u>Staff</u> Senior Environmental Health Officer; Community Ranger; Community Compliance Officer; Compliance Administration Officer; Administration Support Officers, Emergency Management Officer <u>Contractors</u> Building Surveyor;
Approved By	Director Community & Planning, June 2024

OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

POSITION OBJECTIVES

- To be an inclusive leader who effectively manages all services and functions provided by Buildings, Environmental Health, Local Laws, Planning Compliance, Emergency Management, and Animal Management, driving the achievement of high-quality customer service.
- To achieve compliance with all legislation to enhance community safety and the amenity of the Shire.
- To ensure that Council complies with all aspects of legislation, regulations and guidelines relating to the building, environmental health, and compliance service areas.
- To be accountable to the Director Community & Planning for ensuring the achievement of corporate and team objectives identified in the Council Plan, strategic direction set through annual business plans and service-specific goals and objectives and/or other relevant strategies in regard to functional areas.
- To have skills and knowledge in, and perform activities under the following legislative frameworks:
 - the Local Government Act 1989
 - the Domestic Animals Act 1994 the Prevention of Cruelty to Animals Act 1986
 - the Environment Protection Act 1970
 - the Road Safety Act 1986
 - the Impounding of Livestock Act 1994;
 - the Summary Offences Act 1966;
 - the Road Management Act 2004
 - CFA Act 1958
 - MFB Act 1958
 - Strathbogie Shire Council General Provisions Local Law

This position will be required to undertake roles and activities related to Business Continuity and Emergency Management in preparation for and during crises.

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KEY RESPONSIBILITIES AND DUTIES

- Day-to-day management of staff in the team.
- Lead the Emergency Management function, ensuring compliance with relevant legislation.
- Train and develop other staff in the Emergency Management function, ensuring that necessary roles are filled to deliver on core requirements.
- Manage Council's emergency after hours response system.
- Ensure legislative and regulatory changes are communicated to the team and the organisation effectively and efficiently while overseeing the development of new process and/or service changes in response to these changes.
- Proactive management of contracted services, including quarterly meetings with service providers, regular assessment of performance against contract key performance indicators and development of positive working relationships with contractors.
- Oversight and responsibility for various functions under legislation that cannot be delegated to contractors.
- Act as a conduit for the Department's expert advice to the organisation, including input into a range of policy, procedural, administrative, and governance matters to ensure legislative compliance informs Council's strategy and service delivery.
- Representation of Council at Tribunals, Hearings, public meetings, forums, and seminars as required, and conduct formal public consultation as necessary to support compliance.
- Management and accountability for ensuring the response to customer queries, complaints, and correspondence are completed within the timelines set by the organisation. Provide monthly updates to the team and the Director Community & Planning about how the team is performing.
- Manage, mentor, develop, and support staff within the team to promote an environment that supports team building, skills development, and career progression.
- Completion of annual performance appraisals and position descriptions review for staff within specified timelines and in accordance with the relevant Award and Council procedures.
- Creation of a positive team culture through inclusive decision-making, proactive performance monitoring and adherence to the long-term goals and financial sustainability of Council.
- Management of the team's budget, including commentary on monthly reports, reporting of exceptions, and communicating potential issues that may impact on the budget to the Director Community & Planning efficiently and effectively.
- Drive process improvement and efficiency across all team functions.
- Drive awareness and compliance across the team regarding all Council and corporate policies and procedures, providing feedback and input into corporate policies as required.
- Effectively and efficiently manage the human and financial resources allocated to the team to achieve the best possible customer service outcomes for the Strathbogie Shire community.
- Increase community awareness and compliance with legislation relating to the team's services and functions, including the development of education campaigns, provision of information on the Council's website and social media pages, and face-to-face interactions with the community.
- Coordination and management of all obligations under the VicRoads Information Protection Agreement, including annual reporting and auditing.

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner, taking into consideration other staff members. Responsibility includes the correct use of equipment and the identification and reporting of workplace incidents and hazards.

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RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
 - Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
 - Liaise with staff, including through regular team meetings, to manage risk associated within their respective departments and ensure effective risk communication.
 - Undertake risk assessments in conjunction with the Corporate Risk Officer.
 - Liaise and investigate risk management related claims and ensure that claims are reported in a timely manner to the Corporate Risk Officer.
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure the achievement of goals and objectives. Decisions and actions are taken at this level may have a significant effect on the programs or projects being managed or on the public perception of wider organisation.
 - Decisions and actions taken may have substantial effect on the operational unit being managed or on the public perception of the wider organisation.
 - The work may be investigative, analytical, or creative, with the freedom to act generally prescribed by a more senior position. The quality of work can have a significant effect on the policies which are being developed.
 - Subject to the provisions of the *Local Government Act 2020* and Council policies and procedures, and specified work programs, the incumbent has the authority to make decisions about the implementation of appropriate work practices to achieve Council's goals and objectives and provide effective and quality customer service.
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JUDGEMENT AND DECISION MAKING

- Highly developed problem-solving and policy development expertise is required. Methods, procedures and processes are less well defined, and employees are expected to contribute to their development and adaptation.
 - Identify and develop policy options in their own functional area for the Executive Leadership Team to consider.
 - Ability to make timely and well considered decisions on matters which are the responsibility of the position, provided these are within delegated authority, legislative requirements and Council policy.
 - Ability to exercise judgement when dealing with complex or technical issues and seek guidance when required.
 - Proven ability to identify and analyse an unspecified range of options before a choice can be made as to how to best manage an issue or resolve a problem.
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SPECIALIST KNOWLEDGE AND SKILLS

- Ability to investigate matters, within the requirements of the role including the collection of evidence, such as conducting interviews, photography and samples for analysis where required.
 - Ability to interpret and apply the relevant Acts, Regulations, Codes of Practice, Technology, procedures and practices used within the Compliance Unit
 - Knowledge of the rules of evidence, techniques and information for legal proceedings applicable to the Magistrates Court
 - Extensive expertise in interpreting and enforcing relevant legislation and industry standards, which includes a comprehensive understanding of relevant policies, procedures, and directives.
 - Competent with making independent decisions associated with day-to-day enforcement activities, having reference to standard operating procedures, codes of practice and delegated authorities.
 - Proven ability to draft clear and effective procedures, policies, strategies and guidelines.
 - Proficiency in the supervision of contracted services, including writing tender documentation, managing the tender evaluation process, and the proactive management of contract provisions.
 - Proficiency required in the application of theoretical or scientific approaches in the search of solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
 - Understanding required of the long-term goals of the wider organisation and its values and aspirations and of the legal, socioeconomic, and political context in which it operates.
 - Sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.
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MANAGEMENT SKILLS

- Well-developed skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting time pressures.
 - Experience and/or understanding of Business Continuity, Security/Disaster management.
 - Proven ability to contribute to the development and implementation of long-term staffing strategies.
 - Well-developed understanding and an ability to implement basic personnel policies and practices, including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes.
 - Highly developed management skills around achieving objectives and goals, taking account of organisational and external constraints and opportunities.
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INTERPERSONAL SKILLS

- Proven ability to lead, motivate and develop other employees and contractors.
 - Proven ability to act ethically and professionally, and with integrity, discretion and confidentiality.
 - Proven ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.
 - Highly developed ability to write reports and to prepare external correspondence.
 - Conflict resolution skills to solve problems effectively and efficiently.
 - Strong verbal communication skills with the ability to converse with a wide variety of stakeholders.
 - Competent in delivery of EM Training
 - Well-rounded experience in liaising with counterparts in other organisations to discuss and resolve specialist problems.
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QUALIFICATIONS AND EXPERIENCE

- Completed Certificate IV in Animal Control and Regulation
 - Certificate IV in Local Government (Regulatory Services) and/or demonstrated previous experience in animal management and/or local law enforcement.
 - Experience in interpreting, enforcing and implementing legislation relevant to the team's functions is essential.
 - Strong team skills, particularly as a leader.
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KEY SELECTION CRITERIA

Essential

- A Tertiary qualification in Community Safety Management.
- Clear understanding of four phases in Emergency Management: Mitigation, Preparedness, Response, and Recovery.
- A qualification and/or experience in law enforcement and Emergency Management or related field.
- Experience and/or understanding of Business Continuity, Security/Disaster management.
- Demonstrated experience in providing dynamic leadership to a multi-disciplinary team.
- Sound stakeholder management skills, including an ability to implement, monitor and evaluate sound change management practices.
- Substantive experience in interpreting legislation and drafting Council policies, procedures and statutory instruments.
- Demonstrated ability to educate and gain cooperation from the community and others within the organisation regarding to the need to, and value of, complying with legislation and regulations.
- Demonstrated commitment to high-quality customer service, process improvement and efficient service delivery.
- Demonstrated experience in the preparation of business plans, budgets and funding arrangements with the aim to generate innovative approaches to more effectively deploy resources.
- Demonstrated ability to manage human and financial resources efficiently and effectively.

Desirable

- Experience in Local Government or other regulatory body.
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SIGNATURES

EMPLOYEE

Name:

Signed:

Date:
