

WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Community Laws	
Classification: Band 8	Effective Date: November 2024
Reports to: Manager Community Safety	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position is responsible for leading the delivery of high-quality Community Laws service provision, stakeholder engagement, customer service, business planning and performance in respect to the Community Laws Team.

Key Responsibilities

- Effectively lead the Community Laws team including
- Work effectively with people across the community and within the organisation;
- Lead and develop continuous improvement strategies that ensure a responsive, cost effective and customer focussed Community Laws service identifying risks and opportunities;
- Develop and implement strategies, policies and guidelines for the Community Laws team including departmental business and service plans that are aligned with the Organisations Values and Behaviours and service delivery expectations;
- To play a key role in ensuring projects, plans, organisational strategies and change initiatives meet their objectives on time and on budget;
- To work with business units to deliver transformation initiatives to improve operational effectiveness and efficiency;
- To develop change and communications plans as needed, including identifying stakeholders and related change impacts to ensure the change is managed effectively;
- Review, develop and implement staff training and development plans;
- Monitor systems, standard processes, customer service and work procedures to ensure best practice service delivery for the Community Laws team;
- Develop and implement an effective community education strategy for animal management and community laws;
- Provide support to the other Community Safety programs such as the prosecution program;
- Be an effective member of the Community Safety Leadership team;
- Liaise with and provide expert advice to key stakeholders, both internal and external and represent the Department at key forums, tribunals and Court;
- Contribute to the development and monitoring of the Community Laws budgets;
- Lead the management of relevant contracts/tenders to effectively deliver the contracted/tendered services.
- After-hours work as required

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: The position is responsible for the expenditure of up to \$5,000

Staff responsibility: The position is responsible for the supervision, coordination and leadership of the Community Laws Team.

Judgement and Decision Making

- The position is accountable for efficient and effective delivery of services for the Community Laws team within predetermined cost, quality and time constraints;
- The position has authority and freedom to act within established operational and budgetary guidelines and the relevant provisions of various Acts, Regulations, Codes, Standards and Council policies; and
- The position will brief the Manager Community Safety on issues of operational and strategic importance.

Qualifications and Experience

- A relevant tertiary qualification in business, legal or relevant discipline/or extensive experience that is relevant to the role.
- Extensive experience in managing and leading large teams in a demanding regulatory or service industry environment.
- Extensive experience in managing and leading complex cases in a demanding regulatory or service industry environment.

Interpersonal Skills

- High level written and verbal communication and interpersonal skills including the ability to prepare and present reports;
- Conflict resolution skills and the ability to gain cooperation from members of the public and staff;
- The ability to represent the organisation in Court (or similar) and public forums;

Key Relationships

- The position will liaise with management and staff across the organisation and provide advice on all Community Law issues within the incumbent's sphere of responsibility;
- The position is expected to work across departments to achieve community outcomes; and
- The position is required to maintain professional relationships with Government departments and agencies, other Municipalities, service providers, suppliers, courts, Victoria police, sheriff's office, schools, community groups and customers.

Management Skills

- Demonstrated leadership of staff in a customer focused service within a regulatory environment;
- High level time management and work prioritisation skills;
- Sound judgement and ability to provide direction to staff in difficult/ambiguous situations;
- Ability to manage a variety of complex tasks concurrently with minimal supervision;
- Experience in successfully managing budgets;
- Demonstrated commitment to and understanding of Occupational Health and Safety requirements as they apply to this role and that of the broader Compliance team;
- Demonstrated commitment to supporting and developing staff.

Application Requirements

- Satisfactory National Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Substantial experience in a leadership role specifically in a regulatory, compliance or legal environment
2. Demonstrated success in building a collaborative and productive team culture
3. Excellent communication & analytical skills including experience preparing reports and presenting to internal and external stakeholders
4. Proven experience in overseeing regulatory compliance functions, ensuring adherence to standards, and enhancing service delivery to meet community expectations effectively.
5. The successful candidate will require skills in time management, setting priorities, planning and organising, with the ability to manage a variety of complex task concurrently
6. High level of experience in developing and implementing strategic plans and policies to drive organisational objectives.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Daily	
Hand/Arm Movement Tasks involve use of hand/arms		Daily	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Daily	
Standing Tasks involve standing in an upright position		Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Daily	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Daily	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Daily	