

Job title: Team Leader Community Laws	
Classification: Band 7	Effective Date: 1 October 2023
Reports to: Coordinator Community Laws	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

This position is responsible for leading a team of 9 Community Laws Officer positions, managing the prosecution functions of the Community Safety Department, leading complex investigations, and providing excellent customer service to all stakeholders.

Key Responsibilities

Position Specific Responsibilities

- Manage and supervise the operational delivery of the Local Laws and Animal Management services in line with department plans and objectives.
- Provide leadership to the Community Laws team ensuring Council's policies and procedures and statutory obligations under relevant legislation are understood and applied.
- Liaise and collaborate with both internal and external stakeholders to facilitate a high level of cooperation and understanding on matters relating to Local Laws and Animal Management
- Develop and implement proactive strategies to reduce non-compliance in the community through education, issuing of notices and enforcement action, including prosecution.
- Manage the prosecution function of the Community Safety department including overseeing brief preparation, investigating escalated complex Court matters and preparing legal correspondence
- Ensure all Community Laws Officers receive appropriate support, supervision and guidance with emphasis on legal processes and compliance
- Ensure a highly responsive and proactive regulatory service is delivered to the Whitehorse Community
- Ensure are kept high standards of investigation and evidence records and maintained in Council databases
- Develop, review, continually improve work practices and processes.
- Ensure that the administration and enforcement of a range of Acts, Regulations, Rules and Local Laws is undertaken efficiently in accordance with relevant policies, procedures and strategies
- Undertake complex investigations and escalated investigations
- standard operating procedures and training & development plans to drive a high-performance culture.

- Provide support and assistance to the Coordinator Community Laws as required
- After Hours duties such as on call, 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: Nil

Staff responsibility: The position is responsible for the leadership of 9 Community Laws Officers.

Judgement and Decision Making

- The position is accountable for the operational and investigations matters of Community Laws
- The position has the authority to make decisions on enforcement action within the scope of the role and in accordance with organisational policies and procedures.
- The position will make decisions on operational matters.

Qualifications and Experience

- Completion of a Certificate IV in Government Compliance, Diploma in Justice or equivalent and/or relevant experience in the relevant field of Local Law.
- Demonstrated experience in or understanding of the principles undertaking investigations & the application of relevant legislation
- Demonstrated experience in delivery of customer service within the regulatory environment.
- Drivers licence valid in Victoria.
- Valid Working with Children Check

Interpersonal Skills

- Ability to listen and to communicate effectively with all relevant stakeholders to manage stressful situations.
- Demonstrate resilient behaviour in high stress environment.
- Excellent verbal and written communication skills
- Excellent advocacy and conflict resolution skills

Key Relationships:

- All Council Staff and Departments. The role has a high exposure due to its scope of responsibilities.
- Victoria Police, VicRoads, Agriculture Victoria, Schools, Bureau of Animal Welfare Victoria, Environmental Protection Authority, Animal Welfare organisations, RSPCA, Victorian Magistrates Courts, Victorian Civic Administrative Tribunal, Trader groups and associations, Service providers, other Councils and other external agencies.
- Key Selection Criteria
 1. Demonstrated leadership skills and experience managing staff in a regulatory environment.
 2. Sound knowledge and the ability to interpret and apply legislative and regulatory provisions as they relate to compliance activities.
 3. Ability to manage a high workload, organise and obtain compliance with a variety of tasks despite conflicting priorities, with minimal supervision.
 4. Substantial experience in the preparation of investigative reports, briefs of evidence, detailed reports, letters, general correspondence, presentations to management.

5. Completion of a Certificate IV in Government Compliance, Diploma in Justice or equivalent and/or relevant experience in the relevant field of Local Law.

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.	Animal management	Frequently	
Hand/Arm Movement Tasks involve use of hand/arms	Animal collections and administration type work	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Animal management	Occasionally	
Standing Tasks involve standing in an upright position	Field work such as inspections	Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Field work	Occasionally	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Site inspections, proactive patrols and promotional activities	Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Animal collections	Frequently	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Animal collections	Occasionally	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Using computers, reading legislation and using hand held devices	Frequently	

Any other relevant comments: