

WHITEHORSE CITY COUNCIL

Position description

Job title: Team Leader Community Laws	
Classification: Band 7	Effective Date: October 2025
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

The Team Leader Community Laws leads a large team of Community Laws Officers and a Prosecution Support Officer to ensure compliance across a range of different services such as animal management, amenity and safety, illegal dumping, fire prevention and more. The role delivers on quality regulatory services across the municipality. The role also manages complex investigations, provides operational guidance and oversight, coordinates community education efforts, and liaises with external agencies. Through these responsibilities, this position ensures consistent, fair application of various legislation to ensure a safe City of Whitehorse.

Key Responsibilities

- Manage and supervise the team to ensure the operational delivery of the Community Laws service in alignment with departmental plans and organisational objectives.
- Provide strong leadership to the Community Laws team ensuring Council's policies, procedures and statutory obligations under relevant legislation are clearly understood and consistently applied.
- Liaise and collaborate with internal and external stakeholders to facilitate a high level of cooperation and understanding on matters relating to Community Laws.
- Develop and implement proactive strategies to reduce non-compliance in the community through education, issuing of notices and enforcement action, including prosecutions.
- Make decisions to support staff in their day to day operations whilst in accordance with relevant policies, industry standards and legislation.
- Demonstrated time management and organisational skills, with the ability to prioritise tasks, coordinate team workflows, and achieve operational objectives within set timeframes and available resources.
- Assist the Community Safety department prosecution program by overseeing brief preparation, investigating escalated court matters and preparing legal correspondence.
- Ensure all Community Laws Officers receive appropriate support, supervision and guidance, with a focus on legal processes and compliance.
- Ensure the delivery of a highly responsive, proactive, and customer-focused regulatory service to the Whitehorse community.
- Ensure high standards of investigation are upheld, with all evidence and records accurately maintained and recorded in a timely manner within Council databases.
- Continuously develop, review, and improve work practices and processes to enhance service effectiveness and efficiency.
- Oversee the administration and enforcement of various Acts, Regulations, Rules, and Local Laws, ensuring compliance with all relevant policies, procedures, and strategies.
- Undertake complex investigations and manage escalated cases

- Participate in an after-hours roster
- Other after-hours work required

Corporate Responsibilities

- Ensure all supervised staff comply with Corporate Policies, Procedures, and the Organisational Goals and Values outlined in the current Whitehorse City Council Collective Agreement.
- Maintain organisational compliance with relevant statutes, legislation, and regulatory requirements.
- Identify opportunities for improvement and develop changes to policies and procedures within your area 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 issues, ensuring staff are appropriately trained and that all operating procedures promote a safe and compliant working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and effective supervision, including training, development, and motivation, to ensure team key performance indicators (KPI's) are achieved and align with strategic objectives.
- Ensure appropriate care, use, and maintenance of Council assets and equipment.

Accountability and Extent of Authority

Budget: \$5,000+

Staff responsibility: The position is responsible for the leadership of currently eleven Community Laws Officers and 1 Prosecution Support Officer

Judgement and Decision Making

- The position is accountable for managing operational and investigative matters
- The position is authorised to determine and initiate enforcement actions, within the scope of the role and in alignment with organisational policies, procedures, and relevant legislation
- The position is responsible for making informed decisions on day-to-day operational matters within its area of responsibility.

Qualifications and Experience

- Certificate IV in Animal Regulation/Statutory Compliance, Justice, Investigations or equivalent and/or relevant experience in a regulatory field
- Demonstrated experience in or understanding of the principles undertaking investigations & the application of relevant legislation
- Demonstrated experience in delivery high-quality customer service within a regulatory or compliance environment.
- Current and valid Victorian driver licence.
- Valid Working with Children Check

Interpersonal Skills

- Ability to actively listen and communicate effectively with a diverse range of stakeholders, particularly in high-pressure or challenging situations.
- Demonstrated resilience and composure in high-stress environments, with the capacity to maintain professionalism under pressure.
- Excellent verbal and written communication skills
- Excellent advocacy and conflict resolution skills

Key Relationships

- This position will liaise with a broad range of internal and external stakeholders
- This position is required to maintain professional relationships with Victoria Police, government authorities, pound providers and other organisations and agencies.

Key Selection Criteria

1. Demonstrated leadership skills and experience managing staff in a regulatory environment.
2. Demonstrated experience managing complex investigations including high-quality evidence gathering, brief preparation, and sound understanding of legal procedures and court processes.
3. Ability to manage a high workload, organise and obtain compliance with a variety of tasks despite conflicting priorities, with minimal supervision.
4. Experience in managing operational service delivery, developing and improving procedures, ensuring quality standards are met, and using data and systems to support performance, reporting, and service enhancement.
5. Completion of a Certificate IV in Animal Regulation/Statutory Compliance, Diploma in Justice or equivalent and/or relevant experience in a relevant field

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	
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	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
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: