

<b>Job title:</b> Coordinator Community Laws	
<b>Classification:</b> Higher Duties	<b>Effective Date:</b> March 2024
<b>Reports to:</b> Manager Community Safety	<b>Tenure:</b> Temporary

### 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 Unit.

## Key Responsibilities

- Effectively lead the Community Laws team including Community Safety's Court and Tribunal processes to ensure that key result areas contribute to the development and achievement of the organisation's strategic objectives;
- Work effectively with people across the community and 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 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;
- Maintain a data and analysis system to inform business priority and scheduling, planning and management reports for the Community Laws team;
- 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;
- 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.

### *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 \$5000.00

**Staff responsibility:** Nil or The position is responsible for the supervision and 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 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 customer focused, regulatory environment, ideally supported by relevant post-secondary qualifications

Demonstrated leadership skills and experience managing staff in a regulatory environment, including the ability to lead, motivate and develop team members

2. Demonstrated experience in developing and maintaining positive team culture aligned with the organisation's values and behaviours and experience in driving team performance to achieve set goals and objectives
3. Excellent communication & analytical skills including experience preparing reports and presenting to Executives
4. A clear understanding of the legal, socio-economic & political context and ability to drive strategies, policies and team performance to meet goals within those parameters and the pressures of competing demands. Demonstrated commitment to continuous improvement strategies and frameworks
5. Advanced time management and work prioritisation skills in a complex environment with competing priorities including customer, strategy and political pressures.

## Physical Requirements

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