

<b>Position Title:</b>	Team Leader Local Laws
<b>Team:</b>	Local Laws
<b>Division:</b>	Regulatory Services
<b>Reporting to:</b>	Manager Regulatory Services
<b>Direct reports:</b>	5
<b>Industrial Instruments:</b>	Queensland Local Government Industry Stream A Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
<b>Level</b>	4

At Cassowary Coast Regional Council, we are guided by our core values of Respect, Integrity, and Courage. We demonstrate these values through our key organisational commitments to leadership, communication, performance, and teamwork.

## **ABOUT THE ROLE**

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The Team Leader Local Laws, reporting directly to the Manager Regulatory Services will work collaboratively to enhance community compliance with Council's local laws and nominated state legislation, improve operational processes and provide training and guidance to the Local Law team.

The Team Leader Local Laws will have experience in the enforcement of legislation and the ability to conduct investigations with a high level of professionalism. The position requires exemplary communication skills, both written and verbal with the ability to build relationships with internal and external stakeholders.

## **Key Result Areas**

The Team Leader Local Laws will contribute to the overall success of the following key outcomes for Council:

- Review business processes relevant to the Local Laws section to identify and realise operational efficiencies and continuous improvement.
- Coordinate positive customer interactions & experience relating to Local Law areas of operation.
- Ensure the risk of adverse legal action relating to enforcement of local laws is negated.
- Provide operational leadership of the Local Law Team.
- Provide development leadership of the Local Law team.

## **Key Accountabilities**

- Lead the daily operations of the Local Laws Team including prioritisation, planning and scheduling of customer requests, work tasks and projects. Delegate work, set clear task assignment and monitor outcomes typically involving:
  - Animal management including pound management.
  - Abandoned vehicles.
  - Regulated parking.
  - Overgrown blocks & unsightly premises.
  - Lighting fires.

- Illegal camping.
- Disaster management.
- Assist and mentor the Local Law team in their duties, and challenges to foster high performance, positive and a safe work culture within the Local Law team.
- Undertake regular Local Law Officer operational duties including rostered after-hours on call and after-hours patrols.
- Live within the CCRC area so that an adequate response time for after-hours attendance can be achieved.
- Communicate effectively with all customers aiming to provide an excellent customer experience and where necessary arbitrate to resolve matters of conflict.
- Prepare, maintain and coordinate team rosters ensuring effective coverage of the region during business hours, and an “after hours” service.
- Undertake site/job specific induction & probation programs for the team.
- Attend court & give evidence in prosecutions when required.
- Provide advice to management regarding disputed infringements and notices.
- Coordinate complex investigations including evidence gathering, recording, correspondence, drafting notices etc. – e.g. dangerous dogs.
- Monitor and report on team activities including achievements, challenges and morale and including the provision of statistics.
- Performance manage team as required in consultation management.
- Assist with development and delivery of proactive education programs & marketing programs to promote community voluntary compliance.

## ABOUT YOU

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As a leader at Cassowary Coast Regional Council you will model, and influence behaviours and commitments aligned with Council’s Values of Respect, Integrity and Courage and the Code of Conduct for Council Employees in all interactions with internal and external stakeholders.

The leadership competencies you will demonstrate that are specific to this role include:

### Vision

Lead strategically	<i>think critically &amp; act on the broader purpose of the system</i>
Stimulate ideas & innovation	<i>gather insights &amp; embrace new ideas &amp; innovation to inform future practice</i>
Lead change in complex environments	<i>embrace change &amp; lead with focus and optimism in an environment of complexity and ambiguity</i>
Make insightful decisions	<i>make considered, ethical &amp; courageous decisions based on insight into the broader context</i>

### Results

Develop & mobilise talent	<i>strengthen &amp; mobilise the unique talents &amp; capabilities of the workforce</i>
Build enduring relationships	<i>build &amp; sustain relationships to enable collaborative delivery of customer-focused outcomes</i>
Inspire others	<i>inspire others by driving clarity, engagement, &amp; a sense of purpose</i>
Drive accountability & outcomes	<i>demonstrates accountability for the execution &amp; quality of results through professionalism, persistence and transparency</i>

### Accountability

Foster a healthy & inclusive workplace	<i>foster an inclusive workplace where health, safety &amp; wellbeing are promoted &amp; prioritised</i>
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Pursue continual growth	<i>pursue opportunities for growth through agile learning &amp; development of self-awareness</i>
Demonstrate sound governance	<i>maintain a high standard of practice through governance &amp; risk management</i>

## Skills and experience

You will have

- Demonstrated high level of communication and negotiation skills with both internal and external stakeholders and relevant professional bodies.
- Experience of at least 5 years as a Local Law Officer or equivalent position and at least 2 years as a Senior Local Law Officer or Local Laws Team Leader within a local government environment.
- Demonstrated experience investigating complex issues relating to animal management and other local law areas of operation.
- Demonstrated experience of supervising the day to day operations of a Local Laws team, ensuring a high standard of customer service and dispute resolution techniques.
- Demonstrated knowledge of practices, procedures, policies local laws and legislation relevant to the Local Laws team.
- A minimum Certificate IV in Local Government Investigations or similar relevant qualification.
- Reside within the CCRC area.
- A current "C" class drivers' licence

## OUR ORGANISATIONAL EXPECTATIONS

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### ▪ Equity and diversity

We are an equal opportunity employer and actively encourage diversity

We recognise the unique contribution First Nation people make to our workplace and our community and we strive to strengthen and develop connections through understanding, learning, and seeking opportunities to support a community connected to culture and Country

### ▪ Work Health and Safety

All employees are required to adhere to Councils Work Health and Safety Policy Statement and be committed to maintaining a healthy and safe work environment.