



position description

POSITION TITLE	Team Leader Compliance
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 – Band 7
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	Compliance
REPORTS TO	Manager Statutory Services
SUPERVISES	Civic Services Officers Civic Services Administration Officer School Crossing Supervisors Asset and Environment Compliance Officer
EMPLOYMENT STATUS	Full time
DATE	
EMPLOYEE NAME	Vacant

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Lead the effective and responsible enforcement of all local laws and all applicable Victorian State Laws. This includes the Road Safety Act, Local Government Act, Domestic Animals Act, and Environment Protection Act, Planning and Environment Act, 1987, Building Act 1993, Country Fire Authority Act, Fire Rescue Victoria Act, Prevention of Cruelty to Animals Act, Emergency Management Act, to maintain a high standard of community safety and compliance. Initiate and prosecute legal action for violations of local laws and Victorian State Laws,

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

including compliance issues relating to town planning, asset protection, environmental health, fire prevention, and building control.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Animal Control

- Oversee, coordinate, and direct a team of rangers to respond to all animal control matters including roaming animals, barking dogs and dog attacks.
- Supervise and coordinate the daily activities of council rangers.
- Formulate and implement policies and procedures for all aspects of animal control.
- Evaluate and revise all animal control programs as needed.
- Provide advice and guidance on breaches of the Domestic Animals Act and Control of Livestock Act.
- Prepare, review, and file briefs of evidence for prosecution of animal control breaches in the Magistrates' Court.
- Coordinate, implement, and manage the annual pet registration (door knock) program.
- Collaborate with Albury City to oversee and monitor Council's pound contract.
- Oversee, coordinate, and direct staff in responding to complaints about pet and livestock control, and take decisive action as necessary.
- Review and approve officers' briefs of evidence relating to animal control breaches and draft recommendations for legal action.
- Provide guidance and support to team members as needed to ensure enforcement of the statutory controls and procedures of the Domestic Animals Act and Impounding of Livestock Act.
- Develop and deliver the Council's Domestic Animal Management Plan.
- Develop, in collaboration with the Emergency Management Coordinator, the Municipal Emergency Animal Welfare Plan and deliver it to stakeholders.
- Assess and adjudicate dangerous and menacing dog declarations.
- Maintain and update the Victorian Dangerous and Menacing Dog online Register.

Parking

- Oversee, coordinate, and direct staff to respond to all parking complaints and conduct investigations and/or inspections as deemed necessary to determine whether the complaints are justified. Initiate appropriate corrective action.
- Critically review and adjudicate all requests for a review of a parking penalty infringement notices, ensuring fair and impartial outcomes.
- Compile annual reports, collate statistics and compile returns for the Infringements Court, maintaining accuracy and adherence to deadlines.
- Coordinate and generate monthly and quarterly operations reports for Councillors, ensuring the accuracy and completeness of documentation.
- Oversee, draft, and review officers' briefs of evidence relating to parking matters.
- Prepare legal briefs and prosecute parking breaches in the Magistrates' Court as necessary.
- Develop and implement effective policies and procedures relating to parking, school crossings, and road safety, adhering to the provisions of the Road Safety Act.
- Manage, negotiate, and modify parking contracts with private car park owners to optimize parking arrangements for the community.
- Supervise and coordinate the daily and weekly operations of parking officers.
- Guide, support and coach team members to ensure effective enforcement of statutory controls in accordance with relevant Acts and Regulations.

- Critically evaluate and revise the parking program as needed to enhance effectiveness and address changing community needs.
- Oversee the preparation of council's annual audit of vehicle registration access from various State Authorities' vehicle registration databases.
- Compile and present six-monthly reports to the Victorian Department of Justice on parking infringements data.

School Crossings

- Organise and manage the activities of the School Crossing Supervisors Coordinator, ensuring efficient and effective operation of service.
- Recruit and supervise the performance of school crossing staff, maintaining high standards of safety.
- Prepare and compile statistics and reports for the Department of Transport and Planning, meeting deadlines and ensuring accuracy to achieve ongoing funding.
- Critically evaluate and revise the school crossings program as needed to enhance effectiveness and address changing community needs.

Fire Prevention

- Undertake the role of Council's delegated Municipal Fire Prevention Officer (MFPO).
- Oversee, coordinate, and direct staff (Assistant MFPOs) in response to all fire control complaints. Conduct investigations and inspections to assess the validity of fire control complaints and initiate appropriate corrective action to safeguard the community.
- Assess the merits of each case, evaluating the probability of successful prosecution and recommending the most effective course of action, whether it be legal action or alternative compliance measures.
- Oversee the preparation of briefs of evidence as needed and prosecute on Council's behalf.
- Manage and monitor the register for Fire Prevention notices and prepare reports for/and liaise with Council's Emergency Management Coordinator.
- Attend and actively participate in meetings of the Municipal Emergency Management Committee and Fire Prevention Committee.

Local Laws

- Efficiently coordinate daily local law activities, ensuring execution of all operations.
- Effectively supervise, coordinate and direct staff to respond to all local law complaints. Conduct investigations and inspections to determine validity of complaints. Initiate appropriate action to address the root causes of complaints.
- Organise and manage the annual local law permit renewal process, ensuring timely and efficient renewals.
- Oversee the preparation and review of officers' briefs of evidence relating to local law non-compliance. Prepare and prosecute cases in the magistrates' court as necessary, demonstrating strong legal skills.
- Draft comprehensive policies and procedures encompassing all aspects of the local law. Review and prepare the Local Law as required, adhering to legislative mandates.
- Implement regular reviews of various local laws, consistently adhering to Best Practice guidelines.
- Review and adjudicate appeals relating to Notices to Comply issued under local laws, ensuring fair and equitable outcomes.

Environment Protection

- Coordinate and provide direction to staff responding to all complaints relating to environmental protection to correct the cause of complaint.
- Provide assistance to statutory bodies and council officers to ensure the enforcement of statutory controls and procedures.
- Make recommendations to the Manager with regard to environmental protection policies.

- Establish and maintain strong links with EPA and other regulatory bodies.
- Draft policies and procedures relating to all relevant environmental protection issues.

Asset Protection

- Supervise and provide advice and support to the Asset and Environment Compliance Officer and Permit and Compliance Officer
- Oversee council's Asset and Environment Compliance Officer to investigate specific failures to comply with council's requirements in relation to building sites and erosion and soil control measures.
- Oversee the preparation and review officers' briefs of evidence relating to local law non-compliance, preparing the brief and prosecuting in the magistrates' court as necessary.
- Prepare documentation to proceed with legal action as necessary.

Environmental Health/Planning/Building Control

- Provide advice and assistance to council environmental health officers, building and planning officers, as required to ensure the enforcement of statutory controls of environmental health matters, building and planning permits and breaches thereof.
- Oversee preparation of statements, evidence and briefs for legal action for breaches of the Food Act, Health Act, Residential Tenancies Act, Environmental Protection Act, Planning & Environment Act, Tobacco Act and Building Act.

Training

- Provide training and advice to council officers on the relevant legislation and procedures required for enforcement of statutory controls and legislation as required.
- Co-ordinate training for all relevant staff.

Administration and Finance

- Oversee the maintenance of records and files relating to the unit in accordance with the guidelines and requirements of Council's Records Management System.
- Develop specific reports for the executive and councillors when required or requested by the Manager Statutory Services.
- Prepare budgets directly related to the Compliance team and proactively monitor the team's operations to ensure adherence to allocated budgets.
- Prepare annual reports required by the Bureau of Animal Welfare and the Infringements Court.
- Prepare and lodge appropriate grant applications and invoicing for the Victorian Department of Transport, New South Wales Roads and Maritime Services, and others for subsidies and grants in respect to any unit activities.
- Collate and provide relevant statistics of duties performed by the unit on a monthly basis.
- Coordinate regular benchmarking amongst other municipalities for related programs.
- Complete the twice-annual Local Government Performance Reporting Framework.

Legislation and Legal Duties

- Maintain a thorough knowledge and awareness of relevant statutory legislation relating to the functions of this unit.
- Liaise directly with solicitors, lawyers and Council staff for the purpose of preparing briefs of evidence for prosecution, or providing basic legal advice to council staff.
- Review and approve all council briefs of evidence for prosecution.
- Prepare warnings and/or material for appeal or litigation proceedings as required.
- Attend Court proceedings, Administrative Appeal Tribunal hearings or other proceedings as required.

General

- Encourage, motivate and mentor team members to ensure the unit operates effectively and efficiently.
- Update and create registers for various items/permits.
- Review and approve briefs of evidence for council matters. Provide advice and assistance to the Manager Statutory Services as required.
- When required, exercise the delegated powers as a duly authorized officer under the Local Government Act in regard to all relevant legislation.
- Provide advice and recommendations to other council units regarding their legislative compliance needs.
- Oversee the preparation of, and review other officers' briefs of evidence relating to non-compliance and draft recommendations for legal action as necessary.
- Provide specialist advice to other council departments on compliance and enforcement matters where relevant.
- Attend to additional duties or special projects that require expert and specific unit information and knowledge.
- Draft policy and develop procedures on areas linked directly to the unit.
- Conduct annual reviews and 6 month minimal employment period reviews with all staff that are both directly and indirectly supervised by this position.
- Undertake Human Resource requirements involving staff annual reviews in Aurion, systems view, interplan and maintain the risk register.

Accountability and Extent of Authority

The position is accountable to the Manager Statutory Services for:

- The performance of direct reports and the Compliance team overall.
- Ensuring legislative requirements are complied with and when required, legal action and/or prosecutions are initiated.
- Ensuring specialist advice is provided to the manager on changes to administrative practices and legislation changes affecting the various sections, outlining the potential impact on Council and the community, and proposing recommendations.
- Maintaining the confidentiality of all legal action being proposed and undertaken.
- Maintaining strong links with the prosecution/compliance special interest group.
- The extent of authority of the position is specific as an Authorized Officer pursuant to the Local Government Act 1989, the Domestic Animals Act 1994, Road Safety Act 1986, Road Management Act 2004, Country Fire Authority Act 1958, Fire Rescue Victoria Act 1958, Building Act 1993 and the Delegated Authority of Council pursuant to the Environment Protection Act 2017, Prevention of Cruelty to Animals Act 1986, Planning and Environment Act 1987
- The position can authorize all letters that are written and signed by or on behalf of the officer and the team.
- Review all infringements issued by council officers under the provisions of the Infringements Act 2006
- Undertake prosecutions on behalf of Council as required. .
- Participate in a 24/7 response on a rotational basis as required, and be available for phone advice, as required, for officers working afterhours and be available for the escalation of unanswered calls, or in the event of an officer failing to report to the afterhours service after a call out. Does the team leader participate in a roster? This section needs more clarity.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of a Team Leader, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Provide advice and creatively solve problems with the application of well-developed technical knowledge, relevant industry skills and previous experience relating to the responsibilities of the position.
- Make complex decisions and conduct research to resolve issues of a new and unexpected nature.
- Make decisions and solve complex problems as they arise.
- Understand budgets and act within delegation.

SPECIALIST KNOWLEDGE AND SKILLS

- A thorough working knowledge of the legal system and Court procedures.
- A thorough working knowledge of all legislation relevant to the position.

- Good working knowledge of computer programs for both desk top and hand held systems for infringements, animal control, and customer complaints.
- The ability to advise clients, members of the public, tribunals or organizations in matters of policy, law or procedure.

MANAGEMENT SKILLS

- Supervise employees to deliver outcomes and achieve individual and team based goals, including by the provision of instruction and training to ensure they can meet the requirements of their position.
- Manage own time effectively and that of other employees to deliver results within a set timeframe and despite conflicting priorities.
- Work autonomously with limited supervision.
- Act professionally and maintain confidentiality.
- Motivate and develop all employees within the area to achieve proactive and positive outcomes for the organisation.
- Demonstrate personal integrity and have no tolerance for fraud or corruption.
- Monitor risk, business continuity, compliance and quality assurance according to organisational and legal requirements.
- Consider risk when making decisions.
- Prioritize at all times the safety and wellbeing of staff, and assist with the implementation of the organization's OHS risk management systems and wellbeing initiatives.
- Be transparent, and ensure the reporting of hazards, risks and behaviours that contravene organisational or legislative requirements.
- Ability to work effectively under pressure and have the ability to prioritize tasks for self and others.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to assist other employees by providing guidance, advice and training on routine technical, procedural or administrative matters.

RISK MANAGEMENT SKILLS

- Ability to monitor and appraise performance of Coordinators in relation to risk management processes.
- Ability to provide detailed information to new team members on the organisation's risk management policies and processes.
- Sound knowledge of the principles of risk management and the ability to apply this knowledge to fire safety, property, liability and Occupational Health & Safety.

INTERPERSONAL SKILLS

- Influence and gain high level cooperation, support and assistance from a range of stakeholders including managers, supervisors, and other agencies and departments.
- Establish professional, productive and trusting relationships across the organization, including the ability to facilitate group discussions and gain consensus on contentious issues.
- Write clear and concise reports and correspondence.
- Apply communication skills including in consultation, conflict resolution, conciliation and change management to assist in the resolution of issues and challenges.
- Work as part of a multi-disciplinary team adding value and innovation to processes, procedures and systems.

INFORMATION TECHNOLOGY SKILLS

Be computer literate, with knowledge and experience with the Microsoft Office suite, and have the ability to quickly learn and adopt other software programs used by the organisation.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologize if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Qualification as an animal control officer and fire prevention officer.
- Substantial practical experience as a compliance officer in Local Government or similar.
- Experience in the issue and service of legal documents.
- Preparation and presentation of brief in court proceedings.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Working with children's check

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognize our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Team Leader level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Setting clear performance expectations of staff and contractors.
- Working in a professional capacity within a political environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Relevant tertiary qualifications or an equivalent combination of experience, education and training.
2. Demonstrated knowledge and experience working in a local government, compliance environment.
3. Strong team player with high level of emotional intelligence, critical self-awareness and sound judgement.
4. Demonstrated analytical and problem solving skills with a proven ability to use initiative, investigate issues, collect and analyze data and make recommendations on solutions.
5. Demonstrated ability to provide leadership and manage a large and diverse team.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.					

Customer Service and Communication	
<p>Understands customer needs and ensures consistency and quality of service to meet customer expectations.</p>	<ul style="list-style-type: none"> • Understands and actively promotes the services and programs offered by Wodonga Council • Collaborates with internal stakeholders to support the delivery of quality service • Adapts communication style and message according to the audience • Applies creative thinking to deliver services that meet customer expectations • Prepares written material that is well-structured and easy to follow

Build and Enhance Relationships	
<p>Supports and encourages teamwork, collaboration and positive relationships between staff and with customers.</p>	<ul style="list-style-type: none"> • Understands the roles of different stakeholders • Communicates, influences and negotiates positive outcomes, including across teams and directorates • Confidently and respectfully engages in challenging conversations • Understands and accepts the value of different views, ideas and ways of working • Recognizes and rewards the contributions and achievements of others • Consults and shares information and ensures others are kept informed of issues

Plan, Organise, Deliver	
<p>Organises and co-ordinates resources to ensure team priorities and outcomes are met.</p>	<ul style="list-style-type: none"> • Demonstrates commitment to quality and drive to achieve results • Sets clear and achievable objectives, timelines and priorities for team members • Seeks feedback from team, evaluates and recognises risks and opportunities • Is action-orientated and demonstrates commitment to following through • Demonstrates agility and adaptability as circumstances change

Future Focus

<p>Demonstrates adaptability to change and a strong commitment towards continuous improvement.</p>	<ul style="list-style-type: none"> • Looks to identify best practice solutions • Contributes to planning and implementation of new approaches and processes • Encourages improvement of workflow, systems and processes • Embraces changes and encourages and supports team members to accept and adapt to change • Demonstrates ability to manage conflicting demands
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People Development	
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<p>Demonstrates commitment to the growth and development of self and others.</p>	<ul style="list-style-type: none"> • Sets clear goals and performance expectations to support council plans • Holds self and other team members accountable to goals • Identifies opportunities that challenge and encourage development of team members • Provides effective coaching and feedback to achieve continuous learning • Addresses performance concerns promptly • Prioritizes working together as a team and encourages active participation of all team members
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Manage Health and Wellbeing	
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<p>Promotes the health and wellbeing of self and the team.</p>	<ul style="list-style-type: none"> • Is aware of the impact of own behaviour on others and is responsive in adjusting behaviour • Demonstrates empathy and notices, interprets, and anticipates team members' concerns and feelings • Encourages team members to consider and address health and wellbeing issues proactively • Demonstrates confidence and belief in own capabilities • Remains calm in the face of pressure and challenge • Seeks support and opportunities to debrief when required
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Safety and Risk Management	
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<p>Monitors compliance with integrity and safety systems.</p>	<ul style="list-style-type: none"> • Leads the assessment of hazards and risk, and oversees the implementation of appropriate risk mitigations • Ensure safety requirements are being met and appropriately escalates identified hazards and risk • Oversees the reporting of, and assists with, the response to safety and integrity issues and incidents • Conducts on-the-job training and has regular and timely conversations with the team around safety and integrity obligations and actions • Knows the skills, roles and tasks of team and anticipates the limitations of team members • Partners with experts in health and safety and risk management
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Team Leader Compliance	Ensures the effective and responsible enforcement of the statutory requirements of local laws and Victorian State Laws relevant to Council.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand and walk frequently throughout the day Capacity to walk on even / uneven ground/ sloped surfaces (including ability to walk on snow on rare occasions) Capacity to negotiate steps and stairs. Capacity to alternate posture between sitting and standing regularly. Capacity to lift up to 10kg from floor to above shoulder height on rare occasions. Capacity to lift up to 20kg from floor to waist height and carry up to 5 metres on rare occasions. Ability to work at low levels on rare occasions Adequate movement through the lower back (including flexion, lateral flexion, and rotation). Hand grip and dexterity Adequate level of fitness Capacity to drive company vehicle up to 30 minutes. Capacity to drive approximately 300km (e.g. to Melbourne) on rare occasions. Use of phones, printers, photocopiers, computers, and relevant IT systems Ability to think strategically and provide specialist advice regarding matters of policy, law, or procedure to clients, colleagues, members of the public, tribunals, or external organisations. Ability to liaise with staff of all levels both internally and externally. Ability to resolve disputes, manage conflict and converse with disgruntled or abusive people (internally and externally). 	Sitting				X
			Standing			X	
			Walking			X	
			Lifting < 20kgs	X			
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing		X		
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching	X			
			Fine motor				X
			Neck postures	X			
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
Supervision of others				X			
Interaction with others				X			
Exposure to confrontation			X				
Respond to change				X			
Prioritization				X			

		<ul style="list-style-type: none"> • Ability to build and maintain professional relationships with contractors, community members, external agencies, neighbouring councils, emergency services, and state / federal government departments. • Possess strong interpersonal communication, organisational, and time management skills. • Ability to work both independently and in a team environment. • Adaptability and flexibility in work role – may be required to assist with other roles within department. When filling in for 'Civic Services Officer – Ranger' on rare occasions will require capacity to: <ul style="list-style-type: none"> • Lift up to 30 kilograms from floor to waist height. • Push / pull up to 50 kilograms over a distance up to 50 metres. • Carry equipment via load bearing vest at all times whilst completing role. • Carry up to 10kg over a distance up to 50 metres. 					
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