

POSITION TITLE: Coordinator Regulatory Services **POSITION NO:** 2576

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 7 to 8 (dependant on qualifications and experience)

CERTIFIED AGREEMENT: Officers **AWARD:** QLGA

DEPARTMENT: Finance & Liveability

BRANCH: Planning and Development

REPORTS TO: Manager Planning & Development

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

Provide coordination and direction to the Regulatory Services team that comprises of Environmental Health and Local Laws & Compliance within the Planning & Development Branch, to promote and deliver high quality outcomes to the community in addition to contributing to corporate governance and strategic planning in Council. The role has a strong focus on local laws (including animal management and overgrown allotments) and compliance (including assisting the Planning team with land use compliance matters).

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Lead and supervise a team of officers in undertaking a variety of environmental health activities including, food safety & licensing, public health, contaminated lands, land use conflicts and development related matters in addition to local laws and compliance.
2. Allocate and monitor workloads of the team and assist with developing the capacity of staff within the team.
3. Resolve escalated customer and procedural issues by providing advice and exercising judgement and initiative, reporting back to the senior executive on outcomes and service enhancement opportunities.
4. Continual review of internal processes surrounding case management and responses of Council.
5. Ensure the optimal use of team resources actively contributing to the development of public and environmental processes and procedures, where practicable recommending staff development opportunities.
6. Promote effective community consultation on aspects relating to the portfolio, including identifying with peers, educational programs for staff and the community.
7. Maintain compliance with delegations of the position.
8. Ensure compliance with statutory obligations including the Local Government Act 2009, associated regulations and other relevant legislation.
9. Assist the senior leadership team with the development of projects aligning to Corporate and Operational plans, with consideration to budgetary constraints.
10. Promote and lead the cultivation of a highly motivated and engaged team that is high performing, team oriented, and customer focussed.
11. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- Tertiary education or equivalent qualification and/or demonstrated experience in a relevant discipline (e.g. compliance / local laws, business management/legals).
- General Safety (Construction) Induction (white card)
- Eligibility for membership with a relevant professional body.

4. KEY SELECTION CRITERIA

1. Comprehensive knowledge of, and demonstrated experience in, understanding and applying legislation, statutory regulations and guidelines and local laws relevant to environmental health and land management and compliance activities with a strong consultative customer focus.
2. Demonstrated highly developed interpersonal skills including the ability to effectively consult, communicate and negotiate with a diverse range of internal and external stakeholders.
3. Effective leadership skills including the ability to manage and delegate tasks effectively to meet required timeframes with effective communication skills and ability to provide professional advice in accordance with relevant legislative requirements in a timely manner.
4. Effective and demonstrated investigative skills and experience in compiling evidence and investigation statements for legal matters.
5. Commitment to customer service and consultative approach within the community.
6. Demonstrated understanding of and commitment to equal employment opportunity and workplace health and safety principles, practices, and legislation.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance & Liveability: Kerri Anderson	Signature: 