

COMMUNITY AMENITY TEAM LEADER

POSITION DESCRIPTION



Position Summary

The position will have a focus on improving the safety, amenity and well-being of the Gannawarra community and will provide daily direction and leadership to the Local Laws team.

Position Details

Title:	Community Amenity Team Leader		
Classification:	Band 6	Position Number:	301
Category and status:	Permanent full time		
Reports to:	Manager Planning & Regulatory Services		
Supervises:	Local Laws Officers and School Crossing Supervisors		
External relationships:	Community members, police, VicRoads, CFA, schools, Government departments and authorities		
Date PD approved:	April 2025		

Position Key Responsibilities

Leadership	<ul style="list-style-type: none">• Provide daily direction and mentoring to the local laws team• Lead the team in the delivery of an improved customer focussed service• Review, develop and implement staff training and development plans• Conduct annual staff discussions
Education	<ul style="list-style-type: none">• Develop and assist in the delivery of public awareness programs to inform land owners, residents, schools, community groups, visitors and Council staff of relevant Acts and Local Law requirements• Conduct education and promotional activities relating to Council's enforcement role and complaint investigations• Develop and maintain good relationships with the public, community groups, schools and other authorities
Management of serious or ongoing non-compliance of local laws	<ul style="list-style-type: none">• Manage complex and/or high conflict local laws non-compliance issues• Review, evaluate and make recommendation to the Manager on all warnings and infringements• Review, evaluate and make recommendation to the Manager on which infringements will proceed to prosecution• Issue summons• Prepare court briefs
Domestic animals	<ul style="list-style-type: none">• Manage Council's pound under the 84Y agreement ensuring all relevant regulations are met• Respond to animal management issues, including stray or nuisance animals, and enforce relevant animal control laws and regulations.• Safely handle, transport, and care for animals in accordance with council procedures and animal welfare standards.

	<ul style="list-style-type: none"> • Ensure all procedures are adhered to • Check and authorise the payment of all invoices
Permits	<ul style="list-style-type: none"> • Review, assess and authorise all permit requests e.g. boat racing, alcohol free zone exemptions, shipping containers, rubbish skips, roadside trading, street stores, excess animals • Coordinate advertising, signage • Liaise with other stakeholders/authorities/departments and apply for relevant exemptions • Coordinate the payment and issuing of relevant invoices
School Crossing	<ul style="list-style-type: none"> • Manage Council's School Crossing obligations including annual audits • Manage School Crossing staff
Administration	<ul style="list-style-type: none"> • Provide statistics for quarterly Customer Service Report • Provide statistics for twice yearly Council Performance Reporting • Provide infringement statistics for twice yearly report to Department of Justice • Raise invoices for all stock control work done on VicRoad roads as per the VicRoads Stock Control Agreement • Conduct 6 monthly audits on access to VicRoads vehicle registration data base as per the VicRoads Confidentiality Agreement • Assist the Manager with the annual reviews of Council's Animal Management Plan and provide input into any reviews of Council's Local Law/s.
Assist with the Coordination of the Municipal Fire Prevention	<ul style="list-style-type: none"> • The Assistant Municipal Fire Prevention Officer (MFPO) is responsible for assessing fire threats to life or property in their municipal district, and if necessary, issue fire prevention notices on owners or occupiers of land requiring them to take specified steps to remove or minimise that threat. • Where a person fails to carry out the work required by a fire prevention notice, under the CFA Act, the Assistant MFPO has the authority to initiate proceedings for an offence or serve a fire prevention infringement notice.

Position Organisational Responsibilities

Leadership	Position will be a role model to staff; actively providing leadership and education to staff and the community.
Strategy and policy	Position will be required to develop and review policy and procedures relating to Community Safety and Education, write Council reports, participate in Council reporting requirements including Council Plan, annual report, regulatory/statutory requirements and the Community Amenity Local Law 2023.
Budget	Position will make recommendation on annual budget.
Internal meetings	Position will be required to participate in regular team meetings.
External collaboration	Position will, on occasion, be required to represent Council in a range of forums such as industry networks, government/agency workshops, etc.
Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met.
Corporate records	Position is responsible for the accurate and timely storage of Council records, relevant to the position, in Council's record management system.
Legislative framework	Position is accountable for Council's obligations under the relevant Acts, Legislation and Locals Laws applicable to the position.
Customer Service	Position is accountable for adherence to and promotion of the Customer Service Charter.

Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position may be required to take a role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.

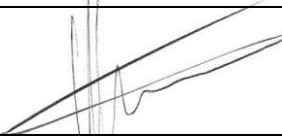
Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the effective and efficient daily operation of the Local Laws team. Position is accountable for the effective management of complex problems or situations involving dispute resolution. Position will make recommendation to the Manager on prosecution matters.
Judgement and decision making	The objectives of the work are well defined however sound judgment and negotiation skills will be required in the resolution of conflict situations. Position has authority to make recommendations on infringements. Guidance and advice will always be available from the Manager or the Director.
Specialist skills/knowledge	Position requires high level customer service skills with the ability to negotiate situations of conflict. Position requires animal management skills, and proficiency with the range of Microsoft Office applications, particularly outlook, word and excel.
Management skills	Position must be able to manage time, prioritise, organise and plan own work and that of the team.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from community members. Position requires the ability to prepare routine correspondence and reports and to develop procedures if required.
Qualifications/experience	Appropriate qualifications relevant to the position and/or demonstrated experience in a relevant field.

Selection Criteria

Experience	<p>Previous experience in interpreting Acts, legislation and/or regulations is essential. Relevant experience may be demonstrated through roles such as legal assistant, policy advisor, local government officer, or compliance officer—positions that involve drafting court briefs, council reports, hospital policies, patient medical records, and other formal documentation.</p> <p>Experience working with animals, including handling, containment, and basic care, particularly in relation to domestic animals and livestock, is highly desirable.</p>
Written skills	Experience in public sector, legal, healthcare, or governance roles where concise and accurate writing is essential will be highly regarded. Previous experience in writing accurate and concise court briefs, Council reports, policies and/or procedures is desirable.
Communication/engagement skills	Must have excellent verbal communication and engagement skills with the ability to tactfully convey complex legal and compliance information to suit a wide audience including community members, students and Council staff.
Computer skills	Must have excellent computer skills with the ability to use the Microsoft Office suite and have the ability to successfully learn and use a range of Council systems.
Continuous improvement	Must have demonstrated ability to develop new ideas and/or to review process and procedures in order to improve the efficiency and effectiveness of the team.
Conflict resolution skills	Demonstrated ability to deal with conflict situations and to negotiate successful outcomes.

Qualifications	Appropriate qualifications relevant to the position and/or demonstrated experience in a relevant field are required; however, if the successful applicant does not currently hold a Certificate IV in Statutory Compliance (or a similar qualification), they will be expected to undertake this qualification as a condition of employment.
Environment	Must have the ability to work in a range of outdoor environments and have the ability to participate in the after hours on-call if required.

Acceptance of Position Description		
Approved: Director Infrastructure and Development	Signature: 	Date: 1 May 2025
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	Signature:	Date:

Position Description developed: 24/10/2007
Position Description reviewed: 17/3/2014, 24/1/2019, 13/10/20, 15/10/2021, 6/2023, 4/2024, 8/2024, 04/2025