

**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 – 2020      **AWARD:** QLGIA

**DEPARTMENT:** Liveability

**BRANCH:** Environment and Planning

**SECTION:** Regulatory Services

**REPORTS TO:** Manager Environment & Planning

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

## 1. PRIMARY ROLE

Provide coordination and direction to the Natural Resource Management, Environmental Health and Compliance teams within the Environment and Planning Branch to promote and deliver high quality outcomes to the community in addition to contributing to corporate governance and strategic planning in Council.

## 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 public and environmental health activities including natural resources, environment, food safety & licensing, public health, contaminated lands, land use conflicts and development related matters.
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 expert advice and exercising judgement and initiative, reporting back on customer outcomes and service enhancement opportunities.
4. Conduct audits and review processes surrounding case management practices and responses of team members and review compliance/remedial notices of team members.
5. Ensure the optimal use of team resources (human, financial and fleet). Contribute to the development of public and environmental health processes and procedures and develop and deliver staff training, coaching and development initiatives.
6. Promote effective community consultation on all aspects of land management and Environmental Health related activities through environmental education programs for Council staff and the community. Maintain compliance with delegations of the position.
7. Ensure compliance with statutory obligations including the Local Government Act 2009, associated Regulations and other relevant legislation.
8. Assist with the development of project as well as annual budgets and ensure that activities operate within budgetary constraints.
9. Ensure effective and equitable leadership and supervision of staff, applying human resources policies and procedures.

10. Promote and lead the team to create a high morale, team oriented, customer focussed environment.
11. Monitor and review performance of staff in accordance with Council's staff performance management systems and processes and develop programs for staff to improve performance effectiveness and job satisfaction.
12. 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 demonstrated experience in a relevant discipline (e.g., environmental health science, environmental planning, environmental science/natural resource management or related discipline).
- Eligibility for membership with a relevant professional body
- Relevant postgraduate qualifications are desirable

### 4. KEY SELECTION CRITERIA

1. Comprehensive knowledge of, and experience in, applying legislation, statutory regulations and guidelines relevant to environmental health and land management and compliance activities.
2. Demonstrated highly developed interpersonal skills including the ability to effectively communicate and negotiate with a diverse range of staff across the organisation.
3. Demonstrated effective leadership skills including the ability to manage tasks effectively within given timeframes across the team to achieve outcomes within required timeframes.
4. Highly effective written and oral communication skills and demonstrated ability to provide professional advice in a timely manner.
5. Comprehensive understanding of and commitment to excellent customer service.
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.

<b>AUTHORISATION</b>	
<b>General Manager Liveability:</b> Peter O'May	Signature: 