



Position Description – Team Leader Community Response

Division	Engaged Community
Portfolio	Community Health & Safety
Business Unit	Community Safety
Level	5
Reports To	Coordinator Community Safety and Customer Experience
Prescribed Position	Yes

Position Objective

To lead and coordinate Council's Community Response team, ensuring high standards and a great customer experience through the provision of specialist advice, supervision, support and operational direction to Community Safety Officers on the applicable legislative responsibilities, Council By-laws and policies relevant to the Community Safety team. The role is responsible for overseeing community safety operations, regulatory investigations, operational compliance functions and Development Infrastructure activities, while providing leadership, support and development to Community Safety Officers.

To exercise the powers, duties and functions delegated by Council in accordance with relevant legislation, Council By-laws, policies and procedures relevant to community safety, compliance and enforcement activities.

To professionally undertake and coordinate the preventative, proactive and legislative responsibilities required to deliver safe, accessible and well-managed public spaces and positive outcomes for the community.

Key Responsibilities

- Provide leadership and specialist support to Community Response team in relation to complex investigations, compliance matters and enforcement activities, ensuring quality outcomes, legislative compliance and consistency in decision-making and service delivery.
- Provide coaching, mentoring and development opportunities to team members, building capability, supporting workforce sustainability and fostering a high-performing, customer-focused team culture.

- Coordinate and monitor community safety operations, regulatory investigations and operational compliance functions activities to ensure service priorities, statutory obligations and community expectations are achieved.
- Provide specialist advice and oversight in the application and enforcement of relevant legislation, Council By-Laws and policies, including legislation relating to parking control, animal management, local nuisance and compliance activities, while ensuring consistency and quality decision-making across community response operations.
- Plan and lead complex regulatory and enforcement operations, including the seizure of dogs, overseeing the preparation of enforcement documentation and warrant applications, and coordinating enforcement activities arising from non-compliance with legal notices.
- Coordinate staff deployment and prepare rosters to ensure effective service coverage, operational responsiveness, compliance with statutory obligations and achievement of service standards within approved budget parameters.
- Liaise with internal departments, emergency services, and external stakeholders for effective incident management and resolution.
- Lead the review and continuous improvement of operational practices, procedures and systems to enhance service delivery, customer experience, compliance outcomes and operational effectiveness.
- Coordinate and oversee the day-to-day activities of Community Safety Officers, including patrol programs, compliance initiatives and targeted operations, to support legislative compliance, service standards and community expectations.
- Manage Council's short-term animal impound facility, having a focus on the rapid return of dogs wandering at large.
- Conduct or oversee investigations, including interviews, statement taking and evidence collection, and where appropriate assist with the initiation of court proceedings, including representing Council in hearings and providing specialist advice and guidance to team members in relation to enforcement and prosecution matters.
- Provide expert advice and assistance to both internal and external customers, elected members and key stakeholders on the relevant legislative responsibilities and complex issues relating to the Community Safety team.
- Where applicable, assist with the initiation of court proceedings, including representing Council in hearings and providing advice and guidance to Community Safety Officers in relation to these matters.
- Contribute to the implementation of Community Safety projects and corporate initiatives such as the Animal Management Plan, assist with reviews of Standard Operating Procedures and system processes as identified in the team's business plan.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.

- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Demonstrated ability to lead, coach and mentor staff, building capability, performance and future talent within operational teams.
- Ability to work independently under limited direction.
- Highly effective organisational and time management skills including the ability to set priorities and deliver on outcomes.
- Ability to negotiate and mediate complex and multifaceted issues.
- Ability to work in a team environment, with specific focus on coaching and mentoring staff.
- Ability to handle and resolve extreme conflict situations.
- Ability to deliver exceptional customer experience using high level interpersonal and communication skills.
- Well-developed written and verbal communication skills.
- Ability to interpret complex legislation and apply relevant enforcement practices.
- Ability to work under pressure.
- Demonstrated self-motivation and initiative.
- Demonstrated ability to conduct investigations and prepare Orders and Notices.
- Ability to work with people across a wide range of personalities, cultures, backgrounds and interests.

- Ability to effectively manage service contracts, including the regular review of performance to ensure defined key performance standards are met.
- Use of corporate technology including systems in electronic document management, land and property management, finance, asset management systems, customer requests and intranet.
- Intermediate computing skills with the ability to learn new applications related to Community Safety and effectively use established ones.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Comprehensive knowledge and demonstrated understanding of relevant Legislation, Council By-laws and associated Australian Standards, Policies and Codes of Practice, industry best practice, or ability to demonstrate associated learning.
- Sound knowledge and understanding of modern practices in the handling of dogs and cats in the urban environment and the associated behaviour characteristics.
- Sound working knowledge of investigative processes and procedures.
- Understanding of Court processes, as they apply to Council initiated prosecution proceedings.

Experience

- Proven experience as a Local Government Authorised Officer or similar.
- Proven experience effectively leading staff, including the coordination of team activities, the provision of advice and the delivery of effective coaching and mentoring of staff.
- Demonstrated experience in leading complex operations and investigations.
- Demonstrated experience in conflict management, negotiation, and mediation.
- Demonstrated experience in delivering high quality customer service, including effectively managing difficult customer interactions and conflict situations.
- Experience with animal management and/or control in the urban setting.

Qualifications & Requirements

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| • A Certificate IV in Local Government (Regulatory Services), or related field and/or commensurate demonstrated experience in lieu of formal qualifications. | Desirable |
| • Car Licence. | Essential |

Nationally Coordinated Criminal History Check (Police Check)	Essential
On-call availability outside of regular working hours required, as needed	Essential