

Melton City Council

Team Leader Amenity Protection

Position Description

PD: 00101

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Team Leader Amenity Protection
Directorate	City Delivery
Business Unit	Community Safety
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to Coordinator Amenity Protection

Supervises

- School Crossing Supervisors
- Amenity Protection Administration Officers

Internal liaisons

- Animal Management
- Environmental Health
- Building Services
- People and Safety
- Councillors
- Customer Services
- Operations
- Procurement
- IT Services
- Communications team

External liaisons

- General Public
- Consultants
- Victoria Police
- Solicitors
- Government Authorities
- School Principals & Administration
- Contracted Service Providers
- Schools within the Municipality

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide day-to-day supervision and support to the School Crossing Supervisors and Amenity Protection Administration Officers in the delivery of programs.
- Oversight and delivery of a professional and responsive prosecution service to meet Council and legislated requirements.

5. Key responsibility areas

- Provide day-to-day supervision and support to the School Crossing Supervisor program ensuring training, rostering, uniforms, timesheets, leave applications and the monitoring and reporting of performance is completed in a timely manner.
- Provide day-to-day supervision and support the Administration Officers to ensure administration function for the unit are delivered within the expected timeframes.
- Organise the Community Safety Department's prosecution program including processing of documentation, court appearance, and liaison with legal representation and processing of recovered funds in line with relevant legislation.
- Lodge reports for damaged school crossings to the appropriate service unit.

- Monitor the School Crossing budget and identify any discrepancies and in conjunction with the coordinator assist with budget development.
- This position will require some out-of-hour's work.

6. Accountability and extent of authority

- Resource all school crossings by utilising Council's casual/relief School Crossing Supervisors.
- Lead, supervise the day-to-day duties of the School Crossing Supervisors and Administration Officers in the delivery of programs.
- Ensure all prosecutions are processed and lodged with Solicitor or Courts.
- Maintain quality assurance systems, risk management and occupational health and safety practices in providing a safe working environment for staff within the School Crossing Team.
- Provide customer service by telephone and over the counter including forwarding or receiving messages on behalf of Unit staff.
- Maintain/update all relevant databases and filing systems in relevant Service Unit.
- Act in accordance with Council policies and procedural guidelines.
- Represent Council when dealing with various stakeholders, both internally and externally.

7. Judgement and decision making

- Prioritise and allocate tasks to meet specific objectives.
- Make decisions to support staff affecting day-to-day operations of programs in accordance with relevant policies, industry standards and legislation.
- Utilise corporate systems, processes and standards for the handling of all documentation.
- Show initiative in approach to all aspects of the position and seek advice of any other Council Officer for the purpose of fulfilling the duties and responsibilities of the role.
- Display discretion and confidentiality in dealings with members of the public.
- Apply problem solving skills to achieve the best outcome for the community and Melton City Council.
- Work with minimal supervision with guidance and advice usually available.

8. Specialist skills and knowledge

- Excellent knowledge of Windows based applications and databases for the production of a wide range of documents.
- Accuracy in record keeping and file management.
- Flexibility to learn new procedures in a constantly changing regulatory environment.
- Undertake the role of a school crossing supervisor when staff are unavailable.

- Manage rosters for a large group.
- Knowledge of legislation and the General Local Law relating to the Community Safety Department. For example, Domestic Animals Act, Health Act, Road Safety Act, Road Safety Road Rules, Summary Offences Act, Infringements Act, Local Government Act, and Environment Protection Act.
- Provide professional support and advice to staff, Government agencies, and residents.
- Sound knowledge and understanding of budget processes and reporting requirements.
- An understanding of the occupational health and safety requirements of the OH&S Act 2004.
- Knowledge and experience in developing and implementing reporting systems that allow greater monitoring of the team's key performance indicators.
- Understanding of the functions of group work and the processes used to plan and implement group work activities.

9. Management skills

- Demonstrated skills in managing time, set priorities, plan and organise own work whilst maintaining flexibility to cope with urgent situations.
- Implement employee policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employment development schemes.
- Monitor and participate in the development of budgets.
- Use initiative to solve problems and prioritise workloads to achieve work targets.
- Plan, organise and prioritise functions along with specific tasks to meet objectives.
- Adapt quickly to change.

10. Interpersonal skills

- Verbal and written communication skills, including the ability to gain cooperation and assistance from other employees and members of the public in the administration of defined activities.
- Manage self and others in difficult circumstances, including conflict resolution.
- Prepare routine correspondence and reports.
- Provide amicable and efficient customer service via telephones, counter and digital medians.
- Work as a team member including assisting other staff members.

11. Qualifications and experience

- Tertiary Qualification in Government (Statutory Compliance) or relevant experience in a regulatory environment.
- Supervisory experience and/or a demonstrated ability to lead and motivate staff.
- Relevant experience in Court attendance and prosecution procedures.
- Relevant experience in customer service environment.
- Knowledge and experience in rostering large groups.
- Current valid Victorian Drivers Licence and Working with Children's check.

12. Key Selection Criteria



1. Tertiary Qualification in Government (Statutory Compliance) or relevant experience in a regulatory environment and experience working in prosecution procedures.
2. Relevant knowledge of legislation and the General Local Law relating to the Community Safety Department. For example, Domestic Animals Act, Health Act, Road Safety Act, Road Safety Road Rules, Summary Offences Act, Infringements Act, Local Government Act, and Environment Protection Act.
3. Knowledge and experience in rostering and performance management of a large number of staff.
4. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable work demands.
5. Demonstrated ability to adapt to new situations, showing initiative in responding to challenging circumstances and working as part of a team.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Senior Advisor Community
Safety

April 2026

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

