

POSITION DESCRIPTION

Position:	COORDINATOR COMMUNITY SAFETY AND AMENITY
Employment Status:	Full Time
Position number:	1111
Directorate:	Infrastructure and Development
Unit:	Development Services
Classification:	Band 7
Date adopted/reviewed:	16/9/2026
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THE UNIT

The Development Services unit incorporates the Strategic and Statutory Planning, Building Services, Community Safety and Amenity, and Public and Environmental Health teams. The unit is community focused, working to ensure the sustainable development of our shire through land use and strategic planning, compliance, enforcement and keeping our community safe.

POSITION OBJECTIVES

- Implement the Council's (The Shire's) Local Laws, Parking Compliance, Animal Management, School Crossing Supervision and Planning Enforcement programs.
- Overall planning and delivery of these programs, reporting and analysis of performance and development of longer-term strategies to protect amenity and encourage a safe and harmonious environment for both the community and its visitors.
- Provide leadership, management, mentoring and support to the members of the Community Safety and Amenity team and ensures that the Shire meets all its statutory obligations in the programs mentioned above.
- Manage Community Safety and Amenity budget and report when and as required.
- The development of policies, plans and strategies and manage all aspects of department functions and activities, relating to the Community Safety and Amenity team.

KEY RESPONSIBILITIES AND DUTIES

LEADING

- Provide leadership, mentoring and coaching by creating a culture first environment that actively promotes and demonstrates above the line behaviours and developing a strong team culture through team building, motivation and the identification of opportunities for growth.
- Supervise and coordinate the Community Safety and Amenity Team staff, including planning and prioritising workloads, rostering, staff leave, training, monitoring service standards, and providing clear instruction and direction.
- Develop Performance Review and Development Plans for all Community Safety and Amenity staff and ensure the opportunity for regular feedback and development of staff.

WORKING TOGETHER

- Coach, mentor and engage with team members to ensure they have clarity about their role and how to work together as a team.
- Liaise with other team leaders within the unit to ensure a high level of service is provided to internal and external customers.
- Provide supervision and support to all team members including undertaking annual reviews, and setting objectives.
- Prepare regular work plans for the team ranging from daily to annual timeframes and provide regular progress reports.
- Facilitate and support participation in broader organisational initiatives.

EFFECTIVE COMMUNICATION

- Conduct regular face to face communication with the team.
- Confirm understanding agreed actions and timeframes to support implementation of business plans.
- Clearly document project plans and timeframes.
- Produce clear, concise, accurate and informative written reports for consideration of the Leadership Group, Councillors and Council, and undertake research and investigation as required.
- Ensure that correspondence and inquiries are processed promptly and efficiently in accordance with Councils Customer Service Strategy.

INNOVATION

- Identify processes and systems improvements to ensure efficient and smooth functioning.
- Research and discuss improved work practices.
- Facilitate team participation in work analysis, problem solving and improvement.
- Encourage and facilitate staff to work across council and the community to facilitate great outcomes.

BUILDING AND MAINTAINING RELATIONSHIPS

- Facilitate constructive and productive relationships with internal and external customers.
- Allocate appropriate time to manage tasks and foster team relationships.
- Meet regularly with internal and external service providers to monitor performance and provide feedback.
- Maintain confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers.

DELIVERING

- Develop, implement and review the Shire's:
 - General Local Law
 - Domestic Animal Management Plan
 - Compliance and Enforcement Policy
- Plan, develop and implement the Shire's legislative obligations and commitments in the Animal Management, Planning Enforcement, School Crossing Supervision and Local Laws programs.
- Develop specific Community Safety and Amenity projects to improve community awareness and address compliance issues as they occur.
- Develop, implement and monitor standard operating procedures that define process, timing and quality standards.
- Ensure compliance is achieved and required enforcement is undertaken for breaches against relevant Acts, Regulations and Local Laws as authorised by Council.
- Act as the Organisational Representative for the Information Protection Agreement held between Council and the Department of Transport and Planning.

- Maintain and monitor various registers and data relating to community safety activities, including declared dangerous/menacing dogs, abandoned vehicles, permits and registrations.
- Oversee the operations of the Municipal Animal Pound contract in accordance with the *Domestic Animals Act 1994* and Code of Practice for the Management of Dogs and Cats in Shelters and Pounds.
- Apply sound risk management to all Community Safety and Amenity service delivery by considering risk, community interest and appropriate resourcing.
- Develop, implement and monitor safe work methods and practices for all activities to minimise the risk of workplace injury.
- Coordinate the preparation and monitoring of budgets and projections in a timely and accurate manner in accordance with Council's reporting requirements.
- Produce accurate and timely reports to comply with the Shire's reporting obligations, such as the Local Government Performance Reporting Framework, and to determine levels of performance and analyse trends.
- Brief the Manager on policy, staffing, service demands, budget and compliance matters that require targeted or specific community education and/or media release and all compliance operational matters.
- Provide expert advice on legislation changes applicable to compliance or matters that set new precedent for compliance services.
- With guidance from the Manager prepare and present high level briefings to Council, the CEO and senior management on issues relating to the Community Safety and Amenity Team, including service levels, approaches to new or contemporary municipal compliance service requirements, state government requests, community pressures, workload and municipal growth.
- Undertake operational duties when required.
- All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency you may be directed by your manager to participate in duties not normally assigned to you.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Development Services
Supervises:	Band 5 Local Laws Officers, Band 6 Planning Enforcement Officer, Business Support Officer – Community Safety and Amenity
Internal liaisons:	Staff at all levels across the organisation
External liaisons:	Victoria Police Animal Welfare Victoria and providers of animal welfare services Department of Justice and Community Safety Department of Energy, Environment and Climate Action Department of Transport and Planning Officers from other Councils Magistrates' Court Mount Alexander Animal Welfare Country Fire Authority and others as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for resource management, the freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- Responsible for managing regulatory or specialist units, the freedom to act is governed by the goals and policies of the organization and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.
- Input into policy development and formulation within the area of expertise, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

JUDGEMENT AND DECISION MAKING

- Ability to solve complex problems in a timely manner.
- Methods, procedures and processes are less defined with responsibility of contributing to one's own development and adaption.
- The work will typically require the identification and analysis of an unspecified range of options before a choice can be made.
- Ability to identify and develop policy options in the Statutory Planning Unit for consideration and choice by direct supervisor.

SPECIALIST SKILLS AND KNOWLEDGE

- Sound understanding of Council's policies, regulations, legislation and procedures associated with regulatory services and other Council services.
- The ability to interpret laws and regulations relating to regulatory matters and an understanding of the underlying principles involved.
- Ability to conduct an investigation, collect evidence and write prosecution briefs.
- Familiarity with the process of formulating a unit budget and with monitoring and reporting that budget over the course of the financial year.

- Preparation of reports requiring analytical and research skills, ability to identify options, political issues and present balanced comments using existing Council policies, precedent, background and local knowledge.
- Maintain professional networks and keeping abreast of relevant legal decisions.
- Be able to use relevant systems and programs (including Word, Excel and expertise with planning databases).
- Project management to develop, deliver, report on and complete projects.

MANAGEMENT SKILLS

- Supervise and provide guidance and support to staff.
- Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes.
- Contribute to the development and implementation of long term staffing strategies.

INTERPERSONAL SKILLS

- Ability to demonstrate, display and promote the organisations values and behaviours.
- Ability to provide excellent customer service.
- High level written and oral communication skills.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with other council employees to resolve intra-organisational problems.
- Ability and commitment to maintain confidentiality at all times.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in management or a related field and/or diverse experience in leadership roles in a compliance environment.
- A thorough knowledge of local government regulatory and statutory requirements, investigation, resolution and enforcement processes.
- Experience in policy development and advice at a community level.
- Experience in supervision and leadership of staff.
- Demonstrated people management skills.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQA+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position. Some positions may also be subject to a pre-employment medical check and/or require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively partake in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Strong professional leader demonstrating positive work behaviours with a genuine commitment to the organisation's values and behaviours.
- Demonstrated high level of managerial experience in Community Safety and Amenity or related field and the ability to provide leadership and direction to a diverse team.
- Demonstrated ability to effectively manage, coach, mentor, develop and motivate unit staff and promote an environment that supports team building, skills development and career progression.
- Sound financial management experience including budget preparation, management of expenditure against budget and financial reporting.
- Ability to prepare and present high quality written and verbal reports to a variety of audiences.
- Ability to make decisions requiring the balancing of competing demands and multiple priorities within a complex environment.