

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Branch Manager – Health & Regulatory Services	Industrial Instrument:	Contract
Position Number:	5092/1	Classification Level:	Contract
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time
Department:	Community and Environment	Document Last Reviewed:	6/01/2020
Branch:	Health & Regulatory Services	Job Dictionary:	MD-5-090
Accountable To:	General Manager – Community & Environment		
Aim of Position:	<p>The purpose of this position is to:</p> <ul style="list-style-type: none"> • Provide high level strategic direction and operational day to day management of Council's Health and Regulatory Services Branch. • Work with the General Manager to identify opportunities to optimize performance. • As part of the Departmental Leadership Team (DLT) be able to act on a rotational basis in the role of General Manager during periods of leave. • Provide high level briefings to Mayor, CEO and Councillors on matters relevant to the Branch. • Provide specialist advice and assistance to the General Manager in the areas of strategic planning, financial management and business planning to ensure that services provided by the Branch are cost effective, meet community expectations and are delivered with a focus on high quality customer service. • Provide leadership and apply technical expertise of relevant State Legislation and Council's Local Laws to regulatory compliance investigations, inspections, monitoring, public education, consultation and enforcement services for the protection, promotion and improvement of public health, environmental protection, amenity and safety standards for the community within the Bundaberg Region. 		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



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Key Responsibilities

- Provide strategic direction and day to day operational oversight to the Branch by ensuring alignment with Council's Community Plan, Corporate Plan and Long Term Financial Strategy.
- Provide specialist advice and information to Senior Executives and Elected Members and advocate on behalf of Branch operations.
- Actively participate and contribute as a member of the Departmental Leadership Team (DLT).
- Develop, review, report on and manage the budget for Health & Regulatory Services Branch.
- Review and report on Key Performance Indicators, regulatory and non-regulatory functions of the Branch.
- Develop, review and implement key policies and procedures for the Branch.
- Provide specialist advice to assist in the development of Branch policies, provision of briefings and to facilitate engagement with key external stakeholders and Council's elected representatives to foster opportunities and to achieve key corporate strategic objectives.
- Undertake and implement a business plan in order to provide clear direction to Branch staff and to ensure operations are adequately prepared for industry or community changes.
- Lead the public health response during Natural Disasters and be involved in the recovery post disaster.
- Undertake other reasonable duties and tasks requested by the General Manager within the incumbent's capabilities, including additional duties as required.
- Oversee the effective operation of the Environmental Health and Local Law licensing function and inspection/audit program.
- Oversee the effective operation of the Health and Regulatory Services Branch programs.
- Conduct staff performance appraisals for all direct reports.
- Consult with the General Manager in regard to the provision of staff training and development to ensure that staff are as efficient and effective as possible.
- Prepare the fees and charges component of the departmental budget.
- Provide expert technical advice to all departmental staff when and where required.
- Provide mentoring and guidance to all professional and technical staff.
- Mentor, monitor and evaluate staff performance and take the necessary actions to develop and build an appropriate Branch culture.

Position Requirements - Qualifications and Experience:

Mandatory:

- Tertiary Qualification in Environmental Health, Environmental Science, Health Science or other relevant fields.
- Previous high level management experience in the Environmental Health, Compliance, Local Law Enforcement or Regulatory Services fields.
- A current C class driver's licence.
- High level experience in budget development, monitoring and reporting.
- High level leadership skills with the ability to provide operational advice and direction to staff within the environmental health and regulatory services field and extensive knowledge of the current legislation and regulatory regime in Queensland applicable to this role.
- Demonstrated experience in building networks and creating linkages with necessary professional organisations or peak bodies to ensure that current thinking keeps pace with any innovations or new developments within areas of responsibility.

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- Proven high level management experience including the ability to manage, monitor performance, develop and motivate staff.
- Demonstrated experience in managing conflict, making difficult decisions and managing staff through organisational and cultural change.

Desired:

- Tertiary Qualifications in Management or Leadership would be highly regarded.
- Current professional membership or eligibility for membership with Environmental Health Australia (Qld).
- Well-developed skills in the development and delivery of health and regulatory service programs and sound knowledge of contemporary practices in regards to industry and community engagement.
- Well-developed project management skills with the ability to develop, administer and manage complex projects and resources effectively.
- Demonstrated interpersonal and communication skills with particular emphasis in the areas of consultation, advocacy and negotiating skills.
- Demonstrated knowledge of legislative, regulatory and government guidelines and requirements relevant to the role.
- Extensive knowledge in or ability to rapidly acquire knowledge in the applications of Council work practices, policies, procedures and guidelines.
- Well-developed written and verbal communication skills.
- High level interpersonal skills with the ability to communicate both verbally and written with a variety of internal and external parties.
- Demonstrated very high level ability to plan workload, achieve set goals and meet deadlines.
- Demonstrated very high level of skills with computers and office related software.

Organisational Capabilities – Team Leader/Supervisor (Leading Others):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building relationships (mandatory)	Building relationships with teams and stakeholders: <ol style="list-style-type: none"> 1. Inspires and connects with the values, beliefs and interests of others 2. Effectively manages consultative processes in a group or forum 3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies 4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation
Customer focus (mandatory)	Understands customer perspectives and works across boundaries: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Encourages a strong customer focus and builds understanding of customer perspectives within their team 3. Shows respect for customers and stakeholders
Safety and professionalism (mandatory)	Champions and models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance

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	<ol style="list-style-type: none"> Models ethical behaviour and consistently applies those ethical standards to self and others Is consistent in words and actions Is viewed as trustworthy, honourable and truthful, and respectful of the views of others Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job requirements (mandatory)	Applies business management skill: <ol style="list-style-type: none"> Applies sound business management skills in corporate governance areas, such as financial, contract and project management
Cross-organisational thinking	Understands how their team's work aligns to Council's objectives: <ol style="list-style-type: none"> Conveys the vision for their area in a compelling way Able to describe their work, and the work of their team, contributes to organisational objectives Considers wider organisational objectives when making decisions and performing work
Leading people	Inspires individual and team commitment to achieve results: <ol style="list-style-type: none"> Motivates individuals and creates a climate in which people want to do their best Regularly reviews performance and holds timely and frank discussions with all team members Provides regular feedback and recognises team member contributions Gives people the balance of autonomy and support they need to achieve outcomes Builds a cohesive and supportive team environment
Developing people with a one team focus	Builds team capability: <ol style="list-style-type: none"> Takes responsibility for team development Uses development plans to address skills/knowledge gaps or to strengthen current capability Identifies a broad range of development opportunities for team members Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues
Driving people's performance	Manages team performance: <ol style="list-style-type: none"> Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks Organises the team to deliver the required program of work Provides clear and accurate reporting of progress and performance
Managing stakeholders	Manages internal and external relationships: <ol style="list-style-type: none"> Written and verbal communication is clear and concise Models open communication by actively and attentively listening to others Seeks to understand the audience and adapt accordingly Builds networks with peers and work collaboratively with others Reads situations quickly and sees conflicts as opportunities Can settle disputes equitably by finding common ground and gaining cooperation
Decision making	Displays rigour in advice: <ol style="list-style-type: none"> Provides advice that is rigorously considered and supporting by a clear rationale Looks beyond the obvious and persist with analysis and solutions Makes timely decisions

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Making improvements	Drives continuous improvement: <ol style="list-style-type: none"> 1. Encourages creativity and innovation 2. Identifies and implements improved ways of doing things
Progressing change	Champions and implements change: <ol style="list-style-type: none"> 1. Communicates the positive side of change for the team and organisation 2. Assists the team to adapt to a changing environment 3. Influences others

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> Models compliance with Council's procurement Policy. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following

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vaccine preventable diseases during their employment:

Vaccination Name	Requirement
Tetanus	<ul style="list-style-type: none"> Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
Twinrix (Hepatitis A and B)	<ul style="list-style-type: none"> For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, child care, carers of people with disabilities, healthcare workers, plumbers or sewage workers.

Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /

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