

## 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:	Regulatory Services Supervisor (Local Laws and Parking)	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	5111	Classification Level:	4
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time Permanent
Department:	Community and Environment	Document Last Reviewed:	24/01/2023
Branch:	Health & Regulatory Services	Job Dictionary:	MD-5-090
Accountable To:	Coordinator Regulatory Services		
Aim of Position:	To provide specialist local law and parking advice, undertake service and local law reviews and oversee the effective delivery of local law and parking services. To provide direction, leadership and mentoring for Local Law & Parking staff to maintain service excellence and the accurate, timely, thoughtful and effective response to customer requests.		

### Council Values

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



### Key Responsibilities

1. Oversee the effective and efficient delivery of local law and parking services.
2. Provide oversight and leadership to local laws and parking staff to manage workloads and meet our customer service expectations.
3. Coordinate the Local Law review process, following statutory processes and ensuring the regular review of all local laws, policies and procedures to achieve service excellence and identify efficiency opportunities.
4. Ensure all local law CRMs and subsequent investigations are undertaken to ensure compliance with Council's policies and procedures, are resolved thoughtfully and are completed on time.
5. Work collaboratively with Regulatory Services Supervisor (Animal Management) in rostering and mentoring all staff in Regulatory Services as staff may work in both units at times.
6. Oversee parking infringement waiver reviews within statutory timeframes.
7. Provide a point of contact for regulated parking software (Pinforce).

8. Assist Coordinator Regulatory Services with investigation, assessment and implementation of automated parking technology, to ensure our parking services operate both effectively and within budget.
9. Undertake staff performance appraisals with input from Coordinator Regulatory Services and address concerns as they arise.
10. Assist in the development of public education and awareness programs and continue to promote the "fix it at the fence" program to deal with CRMs wherever possible.
11. Oversee officer expenditure and contractor invoicing in compliance with purchasing policy.
12. Assist Coordinator Regulatory Services to collate court & tribunal briefs of evidence as required.
13. Foster and maintain effective relationships with State agencies, support organisations for hoarding and homelessness, vehicle towing/disposal and vegetation clearing contractors.
14. Keep up to date with local laws and parking legislation and best practice and provide timely and accurate advice to management on these matters.
15. Undertake additional duties and tasks as requested by management, including acting as Coordinator Regulatory Services when required.

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### **Position Requirements - Qualifications and Experience:**

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#### **Mandatory:**

1. Provision of a satisfactory Criminal History Check; Police Certificate (Australia wide - name only)
2. Tertiary qualifications with a focus on local government investigations and compliance and/or relevant and demonstrated experience in a related and transferable field.
3. Knowledge of or the ability to quickly acquire knowledge of general and parking related local laws and applicable state legislation.
4. Proven supervisory experience in effectively managing and directing staff.
5. Demonstrated ability to use project management methods to achieve key outcomes.
6. Demonstrated experience in undertaking regulatory investigations thoroughly.
7. Well-developed written and verbal communication and effective negotiation skills.
8. Excellent work ethic and demonstrated ability to lead a team culture, by example.
9. Demonstrated high level of skills with computers and office related software.
10. Demonstrated high level skills and experience in conflict resolution.

#### **Desired:**

1. Experience with automated parking technology and ability to investigate viability for BRC.
  2. Well-developed problem solving and research skills with the ability to provide detailed operational advice and direction to local law staff.
  3. Experience in building and maintaining external relationships with counterparts in other local governments, applicable state agencies and community organisations.
  4. Demonstrated knowledge of or ability to acquire knowledge of Council work practices, policies, procedures and guidelines.
  5. Experience in completing prosecution paperwork to a high standard.
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## 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)	<b>Building relationships with teams and stakeholders:</b> <ol style="list-style-type: none"> <li>1. Inspires and connects with the values, beliefs and interests of others</li> <li>2. Effectively manages consultative processes in a group or forum</li> <li>3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies</li> <li>4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation</li> </ol>
Customer Focus (mandatory)	<b>Understands customer perspectives and works across boundaries:</b> <ol style="list-style-type: none"> <li>1. Actively works to understand customers and stakeholders</li> <li>2. Encourages a strong customer focus and builds understanding of customer perspectives within their team</li> <li>3. Shows respect for customers and stakeholders</li> </ol>
Safety and Professionalism (mandatory)	<b>Champions and models safe, professional and ethical behaviour:</b> <ol style="list-style-type: none"> <li>1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance</li> <li>2. Models ethical behaviour and consistently applies those ethical standards to self and others</li> <li>3. Is consistent in words and actions</li> <li>4. Is viewed as trustworthy, honourable, truthful &amp; respectful of the views of others</li> <li>5. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self</li> </ol>
Job Requirements (mandatory)	<b>Applies business management skill:</b> <ol style="list-style-type: none"> <li>1. Applies sound business management skills in corporate governance areas, such as financial, contract and project management</li> </ol>
Cross-Organisational Thinking	<b>Understands how their team's work aligns to Council's objectives:</b> <ol style="list-style-type: none"> <li>1. Conveys the vision for their area in a compelling way</li> <li>2. Able to describe their work, and the work of their team, contributes to organisational objectives</li> <li>3. Considers wider organisational objectives when making decisions and performing work</li> </ol>
Leading People	<b>Inspires individual and team commitment to achieve results:</b> <ol style="list-style-type: none"> <li>1. Motivates individuals and creates a climate in which people want to do their best</li> <li>2. Regularly reviews performance and holds timely and frank discussions with all team members</li> <li>3. Provides regular feedback and recognises team member contributions</li> <li>4. Gives people the balance of autonomy &amp; support they need to achieve outcomes</li> <li>5. Builds a cohesive and supportive team environment</li> </ol>
Developing People with a One Team Focus	<b>Builds team capability:</b> <ol style="list-style-type: none"> <li>1. Takes responsibility for team development</li> <li>2. Uses development plans to address skills/knowledge gaps or to strengthen current capability</li> <li>3. Identifies a broad range of development opportunities for team members</li> <li>4. Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues</li> </ol>
Driving People's Performance	<b>Manages team performance:</b>

	<ol style="list-style-type: none"> <li>1. Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks</li> <li>2. Organises the team to deliver the required program of work</li> <li>3. Provides clear and accurate reporting of progress and performance</li> </ol>
Managing Stakeholders	<b>Manages internal and external relationships:</b> <ol style="list-style-type: none"> <li>1. Written and verbal communication is clear and concise</li> <li>2. Models open communication by actively and attentively listening to others</li> <li>3. Seeks to understand the audience and adapt accordingly</li> <li>4. Builds networks with peers and works collaboratively with others</li> <li>5. Reads situations quickly and sees conflicts as opportunities</li> <li>6. Can settle disputes equitably by finding common ground and gaining cooperation</li> </ol>
Decision Making	<b>Displays rigour in advice:</b> <ol style="list-style-type: none"> <li>1. Provides advice that is rigorously considered and supported by a clear rationale</li> <li>2. Looks beyond the obvious and persists with analysis and solutions</li> <li>3. Makes timely decisions</li> </ol>
Making Improvements	<b>Drives continuous improvement:</b> <ol style="list-style-type: none"> <li>1. Encourages creativity and innovation</li> <li>2. Identifies and implements improved ways of doing things</li> </ol>
Progressing Change	<b>Champions and implements change:</b> <ol style="list-style-type: none"> <li>1. Communicates the positive side of change for the team and organisation</li> <li>2. Assists the team to adapt to a changing environment</li> <li>3. Influences others</li> </ol>

## Organisational Accountabilities:

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

Accountability	Action
<b>1. People Management</b>	<ol style="list-style-type: none"> <li>1. Oversee and manage the performance management process, including completing performance appraisals and managing unsatisfactory performance, for direct reports to drive and recognise high performance.</li> <li>2. Manage the recruitment and selection process within area of responsibility.</li> <li>3. Actively coach and develop direct reports, continuously assess training needs and monitoring completion of agreed training.</li> </ol>
<b>2. Workplace Health and Safety</b>	<ol style="list-style-type: none"> <li>1. 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.</li> </ol>
<b>3. Culture</b>	<ol style="list-style-type: none"> <li>1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.</li> <li>2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.</li> </ol>
<b>4. Information Services and Technology</b>	<ol style="list-style-type: none"> <li>1. Protect and manage Council's information assets in accordance with legislative, policy and process requirements.</li> <li>2. Use Council's technology appropriately and with respect.</li> </ol>
<b>5. Disaster Management</b>	<ol style="list-style-type: none"> <li>1. 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.</li> </ol>
<b>6. Customer Service</b>	<ol style="list-style-type: none"> <li>1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.</li> </ol>

<b>7. Financial Accountability and Governance</b>	<ol style="list-style-type: none"> <li>1. Models compliance with Council's procurement Policy.</li> <li>2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.</li> <li>3. Legislative Sub-Delegations and authorisations may also be applicable.</li> </ol>
<b>8. Corporate record-keeping</b>	<ol style="list-style-type: none"> <li>1. 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 record-keeping requirements.</li> </ol>

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## Immunisation Requirements

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It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

<b>Vaccination Name</b>	<b>Requirement</b>
<b>Tetanus</b>	Staff in job roles which have regular contact with manured soil or work outdoors.
<b>Twinrix</b> (Hepatitis A and B)	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, childcare, carers of people with disabilities, healthcare workers, plumbers or sewage workers.
<b>Q Fever</b>	Only staff in job roles where contact with cattle, kangaroos, sheep, goats, camels is likely (alive and dead) or are regularly transiting paddocks, work yards etc. frequented by cattle, kangaroos.
<b>Lyssavirus</b>	Only staff in job roles which have contact with bats.