

POSITION TITLE:	Coordinator Ranger Services and Rural Land Management
POSITION NUMBER:	10097
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	7 - 8
REPORTS TO:	Manager Planning and Land Management
DEPARTMENT:	Communities

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

The objective of the Coordinator Ranger Services and Rural Land Management is to lead and manage the Ranger Services and Rural Land Management business unit, delivering a high standard of proactive and reactive compliance associated with animal management, pest and weed management, stock route control, legislation, local laws, State legislation and Policies, whilst providing a high level of customer service in an often-adversarial environment. This will be delivered through the implementation of investigation strategies, educational programs, prosecution processes, training, policies and procedures.

KEY RESPONSIBILITIES IN THIS ROLE

1. **Service delivery.** Holds overall responsibility for the successful delivery of ranger services responsibilities in accordance with established legislation and procedures.

2. **Technical skills and expertise.** Understand, interpret, administer and comply with relevant legislation and council policies applicable to the functions within a local government ranger services unit (animal management, local laws, pest and stock route management and weapons licencing), including being the council's group licence holder and taking on the responsibilities of the role.
3. **Information delivery.** High standard of reporting, correspondence and advice to internal and external clients relevant to disciplines within the unit.
4. **People management.** Supervise, motivate, develop and support work teams and individual employees within the unit to achieve section and organisational goals. Ability to lead the team with a focus on teamwork, respect and integrity, commitment, accountability, and transparency including the ability to deal with performance management issues within the team.
5. **Strategic and business planning.** In conjunction with the Manager, assist in developing and implementing strategic and business plans across the unit and department to achieve organisational goals. Ability to prepare and support grant applications.
6. **Project management.** In conjunction with the Manager, assist in planning, implementation, and tracking of specific short-medium-long term projects having a beginning, an end and specified deliverables.
7. **Stakeholder engagement.** Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers and the general public. Responsible for delivery of school-based and community programs such as responsible animal management.
8. **Teamwork.** Working collaboratively across the organisation, sharing knowledge and experiences. Identification of potential opportunities for innovation and improving the efficiency and effectiveness of council's operations.
9. **Learning and Development.** Relevant authorised training to be provided and undertaken as it is a requirement of the position to administer "authorised persons" powers under relevant legislation.
10. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Demonstrated leadership skills with extensive experience in the successful management, supervision and day to day coordination of work teams with an ability to mentor and develop staff.
- Demonstrated ability to liaise with a range of stakeholders including members of the public, Councillors, state agency officers and council staff. This may include difficult and aggressive customers.
- Significant experience in interpreting and complying with relevant legislative documents and the enforcement of Local Laws.
- Well-developed oral and written communication and high-quality negotiation skills to respond to matters as they arise.
- Experience in infringements and prosecution or potential court related matters.

Desirable:

- Demonstrated experience within a state or local government environment.
- Demonstrated experience in staff development and training.
- Demonstrated change management.
- Demonstrated policy development experience.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED**Mandatory:**

- Minimum of Queensland C class provisional driver's licence.
- Suitable qualification(s) in a relevant field, at either Diploma or Degree level (such as Natural Resource Management, Environmental Management, Animal Management or Rural Land Management) and/or demonstrated experience in a similar role.
- Local Government Worker and Authorised Persons training (in-house training provided upon commencement).
- ACDC statement of attainment and Commercial Operators Licence (or ability to obtain).
- Pest Management (1080 Baiting) statement of attainment and relevant substance authority (or ability to obtain).

Desirable:

- Willing and capable of obtaining a Queensland weapons licence.

WORK ENVIRONMENT, PHYSICAL AND PSYCHOSOCIAL DEMANDS

This position requires the employee to work indoors and outdoors carrying out physical tasks which may include constant forward reaching, constant hand function, occasional standing/walking, occasional squatting/kneeling postures, occasional seated postures, occasional forward bent postures, occasional static neck postures, lifting up to 20kg, carrying up to 20kg.

This position will be required to perform work where environmental factors may include heat, cold, rain, wind, dust, sun.

The work environment and duties requirements of this role may require frequent difficult conversations, and occasional hostile confrontation/interactions and long-distance driving.

IMMUNISATION REQUIREMENTS

Council's Health Risk Assessment has identified this position as having exposure to biological hazards as they may encounter raw water, sewage aerosols and biosolids. Council offers an immunisation clinic to all workers who are in roles that have exposures to biologicals to provide protection against vaccine preventable diseases such as Tetanus, Hepatitis A and Hepatitis B, Lyssa Virus (Rabies) and Q Fever.

KEY SELECTION CRITERIA

- Highly developed knowledge, significant experience and proven track record in the interpretation and application of legislation applicable to compliance activities, including but not limited to: the *Animal Management (Cats and Dogs) Act 2008*, *Stock Route Management Act 2002*, *Biosecurity Act 2014*, *Local Government Act 2009* and Local Laws.

- Highly developed leadership and management skills with particular emphasis on the co-ordination, motivation, development, training, counselling and coaching of the unit, including overseeing the unit's financial, physical and information resources.
- Demonstrated experience in organisational, prioritisation and time management skills to meet deadlines with positive outcomes, whilst operating in a high pressure and controversial environment.
- Demonstrated verbal communication, interpersonal and customer service skills, with proven negotiation, mediation and conflict resolution skills to diffuse a variety of difficult situations often in a complex, adversarial and emotional environment. This includes a proven capability to relate to all stakeholders and to respond professionally, diplomatically and effectively when dealing with sensitive enforcement, compliance and customer service issues.
- Demonstrated experience in developing collaborative working relationships with varying levels of internal and external stakeholders.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Queensland Local Government Act 2009* and *Queensland Work Health and Safety Act 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Criminal history check.
- Qualification check.
- Medical assessment
- Reference and licence checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward-looking perspective, and delivering successful outcomes within agreed parameters.	3
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	3
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	3
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	3
Teamwork	Having the ability to work as part of a team, actively encouraging teamwork and recognising the role you play as part of the council team.	3
Commitment to council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	3
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	3
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	3

A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any competency, licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said competency/licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date
