

Position Description

Position Title:	Regulatory Section Manager
Directorate:	Governance
Service Unit:	Regulatory, Planning & Assessment
Salary Point:	SP18
Position Reports To:	Manager Regulatory, Planning & Assessment
Staff Management:	Leadership and management of a significant function and multiple teams – approx. 25 staff
Budget Responsibility:	\$3M
Date PD Reviewed:	August 2019

Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first. These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of CN through internal services to all service units.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/CN requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

The purpose of the Regulatory, Planning & Assessment (RPA) Service Unit is to lead strategic land use planning, development assessment, regulatory and compliance functions and processes to facilitate, enable and regulate development and related activities across the Newcastle Local Government Area. The RPA Service Unit is to ensure compliance to legislative requirements and provide advice to inform evidence-based decision making throughout and across CN.

Workplace Health & Safety	
WHS RAA Level	Level 4
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

Overview

The Regulatory Section Manager position is critical to delivering evidence-based assessment and investigations function and advice across CN. The Regulatory Section Manager leads the Planning Investigations and Environmental Health teams to ensure that CN meets its legislative obligations in relation to development compliance, environmental health and planning investigations with high quality customer service.

The Regulatory Section Manager is a member of the RPA Leadership Team and plays an active role in the management of the Service Unit as a whole.

Position Responsibilities

Within the area of responsibility, this role is required to:

- Provide visible and dynamic leadership to the Regulatory Section of RPA Service Unit, while promoting a high performing culture that encourages accountability and responsibility, a collaborative team approach and ensuring a high customer service ethos.
- Providing strategic advice, information and guidance on regulatory and environmental issues to the Manager Regulatory, Planning and Assessment.
- Maintaining current knowledge of relevant political, social, and legislative developments and changes and reporting risks and opportunities to the Manager, Regulatory, Planning and Assessment.
- Ensure ethical behaviour in all regulatory functions.
- Overseeing the teams' compliance with delegated authorities through effective management, feedback and guidance on day to day operational matters and ensure all legislative and governance requirements are met.
- Preparation of briefs of evidence and other Court documents in respect to regulatory action as well as attend Court and give evidence as required.
- Build collaborative relationships across RPA, the organisation and with key stakeholders that supports a whole of organisation approach to the delivery of services.
- Oversee the preparation of reports, memos, letters and notices produced by the Regulatory teams of PRA.
- Instigate and maintain positive working relationships with internal and external stakeholders to meet CN's strategic goals and provide high level advice and guidance on meeting regulatory and environmental requirements.
- Provide professional coordination of community consultation and compliance complaint investigation and resolution through a sound customer service approach.
- Develop and implement education and compliance strategies to achieve compliance across the CN with relevant legislation in areas such as health, environmental and regulatory.

- Achieve an appropriate balance between education and compliance through the provision of information, advice and services.
- Contributing to development of strategy, policy, budgetary and leadership practices to achieve Service Unit business outcomes.
- Manage the Service Unit's allocated budget aligned to strategic and operational priorities.
- Champion change and foster continuous improvement in areas of policy development, operations and service delivery within the Regulatory Service Unit.
- Any other accountabilities or duties as directed by the Service Unit Manager, which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

- Tertiary level qualifications in a Regulatory, Environmental Science, Legal, Compliance or Environmental Health discipline or a related qualification, and/or demonstrated capability through past employment experience.
- Proven leadership skills and the ability to motivate staff to deliver outcomes and provide quality service within identified timelines, budgetary and legislative provisions or guidelines.
- Demonstrated ability to formulate, implement and evaluate regulatory and environmental functions to achieve organisational objectives.
- Demonstrated high level communication skills both verbal and written including capacity to interact with all levels of staff and the public while maintaining effective customer service and relationship management.
- Experience in the management of complex investigations and the preparation of the associated reports.
- Expertise in the interpretation and application of legislation especially in the area of compliance.
- Strong negotiation and conflict resolution skills in a complex, highly regulated environment.
- Demonstrated commitment to promoting and embracing change, continuous improvement, corporate culture and values.
- Proven track record in managing budgets and meeting financial targets.
- Current Class C drivers' licence.

Desirable

- Postgraduate qualifications in a government related and/or leadership management discipline.
- Experience and competence in the collection and preparation of evidence, the coordination and management of legal proceedings.
- Knowledge and/or experience in leading and working within government services especially in the local government environment.
- Demonstrated detailed knowledge to relevant legislation and practice including the Local Government Act 1993, Environmental Planning & Assessment Act 1979 and other relevant local government regulations and legislation.