

Position Description

Team Leader

POSITION DETAILS

Position Title:	Team Leader – Ranger Compliance	Position Grade:	10
Department/ Directorate:	Customer and Community Services	Position Status / Hours per Week:	Full Time/38

PRIMARY PURPOSE OF THE POSITION

Supervise the day to day operation of the Ranger Compliance Team including after-hours call outs and ensure consistency in Council's regulatory investigation processes and the actions taken by the team.

- Provide leadership, supervision, direction and motivation to all staff with the Compliance Team.
 - Monitor the performance of the Compliance Team to ensure staff provide an efficient, effective and consistent approach to their duties.
 - Investigate external complaints.
 - Assist Senior Coordinator with various administrative duties.
 - Assist with management of financial planning and budgets.
 - Day to day planning required to ensure appropriate resources are available to complete tasks.
- Perform other duties as may be directed by your Senior Coordinator, Manager or Director

SELECTION CRITERIA

Education / Qualifications

- SEINS Certified
- Class C NSW Drivers Licence
- HSC or equivalent

Experience/Specific skills

- Relevant previous experience as a Ranger Compliance Officer or equivalent
- Previous Management or Supervisory Experience
- Computer Literacy

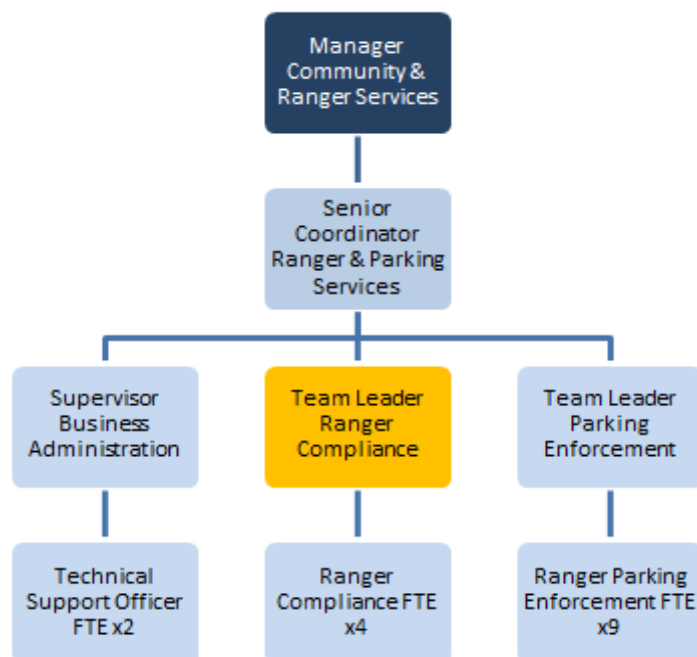
Personal Attributes

- Ability to resolve conflict/disputes
- Strong customer service skills
- Ability to think Strategically
- Eagerness to learn and expand your knowledge base and skills
- High level of written and oral communication

Desirable Qualifications, Experience and/or Skills

- Bi-lingual language skills desirable
- Certificate IV in Local Government(Regulatory Services) or equivalent
- Experienced in preparing reports and correspondence
- Authorised by the Heavy Vehicle Regulator and RMS to enforce heavy and light vehicle offences
- Attained qualification in Workplace Training and Assessment

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer and Community Services Directorate of the organisation.

- 12.05 Roads and Footpath Enforcement
- 117 Parking and Traffic regulatory service
- 12.06 Illegal Dumping
- 118 Illegal and littering regulatory service
- 119 Animal Management
- 9.10 Administrative Support
- 91 Administrative Support Services

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan

CORPORATE ACCOUNTABILITIES

12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
24	To recognise and reward results
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

DELEGATIONS

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with section 4.8 of the Model Code of Conduct for Local Councils in NSW. As a result, in accordance with Section 421 of the Model Code, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	