

Position Description

CORPORATE INFORMATION

Position title	Manager – Compliance Services		
Directorate	Community Sustainability	Branch/Section/Unit	Building and Compliance
Position number	1607	Level	Contract
Non Award	Common Law Contract/Queensland Employment Standards		
Line Manager	Director - Community Sustainability		
Direct reports	Staff of the following functions: Building and Plumbing Environmental Health Services Regulatory Services		
Indirect Reports	Contractors from time to time		

SCOPE OF POSITION

This role provides oversight for a range of functions, and as such is responsible and accountable for the leadership, management, and balance of both strategic and operational delivery within the ambit of this role. This role reports to an Executive Management Team member, and must demonstrate behaviours that are in alignment with council values and transparency in the way work is performed and delivered.

Position Summary

Manage the Building and Plumbing, Environmental Health and Regulatory Services unit and provide a high quality customer service with a focus on continuous improvement, as well as lead a team of professional staff to manage the efficient processing of regulatory applications and certification to support the development of the regions urban, rural and natural environments.

Key Responsibilities of the Role

- Lead and manage the functional areas of Environmental Health, Regulatory Services, and Building and Plumbing services.
- Protect and enhance the wellbeing of the community through the provision of Environmental, Health, Regulatory Services, and Building and Plumbing compliance.

- Ensuring council's risk is minimized through sound management of the compliance functions including Regulatory Services, Environmental Health and Building and Plumbing.
- Manage and ensure the efficient processing of all building, plumbing and drainage related applications and certificates which includes all inspections and certification.
- Manage the requirements of health regulations and food safety inspections.
- Manage council's regulatory, compliance and environmental protection responsibilities.
- Provide accurate technical advice on council's regulatory, compliance and environmental protection requirements.
- Promote and foster a positive team approach to the delivery of timely and accurate assessments, advice and documentation.
- Develop and maintain positive working relationships with all customers and stakeholders.
- Meet KPIs for position, including management of budget.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.

Desirable Licence/Competency (Ticket) Requirements

- Construction industry white/blue card
- Building certifier level 1 with the Queensland building and construction commission

Essential Knowledge/Skills/Qualifications Criteria

- Tertiary qualification in Environmental Health, Law or similar or extensive experience in a like field of work or a formal qualification that satisfies the accreditation requirements for a minimum Building Certifier Level 2/3 with the Queensland Building and Construction commission.
- Demonstrated record in managing multi-disciplinary teams & staff performance management.
- Demonstrated high level communication (interpersonal, oral and written) skills with a proven ability to effectively consult, negotiate and resolve conflict in order to influence or enable change while building and maintaining positive relationships.
- Demonstrated ability to foster a positive workplace culture, while developing individuals and maximising performance through effective individual and team management.
- Demonstrated record of achievement in managing cultural, structural and procedural change in a large complex organisation.

- Demonstrated record of articulating and driving the implementation of strategies that align with organisational vision and purpose, including the ability to develop and manage strategic systems and processes.
- Well-developed research, analytical and problem solving skills.
- Demonstrated record of exercising sound business acumen in corporate governance areas including financial and contract management, project management, risk management and benefits realisation.
- Significant leadership experience in a regulatory, building, environmental or compliance environment.
- Experience in the leadership of multi-function service units at a senior level in a public sector environment.
- Extensive knowledge of current trends and practices in Environmental Health, Regulatory Services and/or Building and Plumbing service management and compliance.
- Up to date on current legislation and the statutory requirements associated with the role and have the capacity to implement innovative, practical and sustainable solutions toward achieving desired outcomes within strict timeframes.
- Demonstrated ability to deliver a customer focussed building and compliance service.
- Demonstrated experience in leading a high performing team within a combination of Environmental Health, Regulatory Services, and Building and Plumbing service functions.
- Substantial experience in transforming and enhancing the performance of teams and services with an emphasis on value for money and customer focus.
- Demonstrated ability to create and deliver a continuous improvement approach for council.

Desirable Knowledge/Skills/Qualifications Criteria

- Post graduate qualifications in a related discipline.

Special Requirements

- occasional out of hours work (including weekends)
- regular local travel
- respond to emergency/disaster events in accordance with council's emergency management plans and systems

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying council policies and procedures in every day work activities to assist council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Delegation/Authorities for this position

- As per council's delegation's policy

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with council's Recordkeeping Policy.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable – we take responsibility for our actions. We will be accessible and fair.

Consistent – our actions will reflect council's guidelines and practices at all times.

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Appreciative – we value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative – we will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful – we treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.