



INNER WEST COUNCIL

POSITION DESCRIPTION

Position Title	Team Leader Ranger Services	
Division	Assets and Environment	
Group	Development Assessment & Regulatory Services	
Responsible to	Parking and Ranger Services Manager	
Position Supervises	Direct: Senior Ranger: 2 FTE Ranger: 7 FTE Indirect: NIL	
Position No.	IW0422	
Status	Permanent full time	
Hours	35 hours per week	
Salary Point	55 - 65	
Salary	\$93,458 pa to \$104,703 pa	Band/Level: 3/2
Allowances	N/A	
Motor Vehicle	Access to an Inner West Council Leaseback Vehicle Scheme	
Pre-employment checks Legislative requirements	Y Police Check	
Date reviewed: July 2019		Reviewed by: Group Manager Development Assessment & Regulatory Services

The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 km².

The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.

POSITION PURPOSE

As Team Leader Ranger Services you will be responsible for all operations pertaining to the Ranger function including (but not limited to):

- The ongoing development, implementation and maintenance of a fair and consistent system of regulation and compliance in relation to Ranger matters, ensuring it is delivered to meet the public interest and in accordance with relevant legislation, policy and procedure.
- Ensure that the team consistently works to meet its targets and commitments against their individual or team work or performance plans and Council Operational and Strategic Plans.
- Exercising a high level of judgement and a duty of care in the carrying out of its duties

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Appropriate tertiary qualifications in a relevant field or competencies gained from significant work experience.
2. Demonstrated experience in the development, implementation and maintenance of regulatory processes and operational procedures.
3. Excellent communication skills, both written and verbal and interpersonal skills, including experience in negotiation, engagement and conflict resolution
4. Demonstrated leadership skills, including the ability to motivate and develop staff and promote a safe, harmonious and productive workplace environment
5. Demonstrated experience in the ability to supervise, train, mentor and performance manage staff members.
6. Understanding of change and quality management principles and an ability to apply them in a supervisory capacity.
7. Demonstrate behavior consistent with Council's Values of Flexibility, Integrity, Respect & the Spirit of Team.
8. Class C Driver's License.
9. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety, ethical practice

Desirable Criteria:

1. Understanding of the complexity of Local Government, in particular the social, political and legal frameworks within which it operates
2. Understanding of, or experience with the Australian Business Excellence framework or similar

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

- In consultation with the Parking and Ranger Services Manager, develop, implement and maintain regulatory processes & proactive enforcement strategies to ensure compliance with statutory requirements and community expectations.
- In consultation with the Parking and Ranger Services Manager, assess, evaluate and report on section performance at agreed intervals to review achievement and identify areas for improvement.
- Review Ranger related fees and charges.

- Monitor customer requests for identification of emerging issues relating to the Ranger function and develop/implement appropriate response.
- Monitor, analyse and manage key Ranger related issues.
- Oversee legal matters (including Officer brief preparation and court attendances).
- As required, represent Council in enforcement related stakeholder groups (SSROC etc.).
- Ensure compliance with Ranger related legislation, guidelines and code of practices.
- Oversee the identification, organising and maintenance of equipment.
- Monitor, assess and disseminate industry trends, legislation and regulations impacting on the areas core activities.
- Schedule priorities, allocate team resources, evaluate and guide team performance.
- Recruit, train and coach team members to meet the area's requirements.
- Develop and maintain effective liaisons with key internal and external stakeholders.
- Assist in the implementation of a legislative and regulatory framework relevant to the work of the team.
- Undertake other duties as assigned by the Parking and Ranger Services Manager.

Customer Service

- Develop and embed a strong customer service focus among team members in all dealings with internal and external customers
- Ensure that enquiries and complaints are dealt with according to agreed timeframes
- Coordinate reviews of processes and procedures to improve Council's performance
- Investigate and implement efficiencies in all systems and processes

Teamwork

- Manage the team to ensure completion of all required duties within scheduled time frames
- Develop own skills and of others in the team to permit coverage of all team functions, especially during periods of staff absence.
- Ensure a workplace that is free of discrimination, harassment and bullying behaviours and where conflict is resolved productively.
- Conduct team members' performance reviews in accordance with Council's policy and guidelines.
- Manage staff underperformance including poor attendance.
- Ensure the team maintains a high level of computer literacy.

Leadership and Service Management

- Lead, facilitate and monitor achievement of outcomes and projects by staff, ensuring services delivered meet the Community Strategic Plan, management plans and service agreement requirements
- Evaluate and monitor the team's performance and culture to ensure services provided are meeting standards, expectations and commitments
- Facilitate the development and implementation, review and maintenance of systems and procedures
- Ensure that the Manager is informed of any significant issue which may affect staff, the community and/ or service delivery.

Staff Management

- Lead, motivate, support, develop and manage staff in a way that is consistent with Council's principles/values, policies and systems. Ensure strong technical skills are developed, adopted and practiced at all times by staff within team.
- In consultation with the Parking and Ranger Services Manager, rectify underperformance in projects, teams or individuals.
- In consultation with the Parking and Ranger Services Manager, develop, deliver and review the performance management system.
- Ensure Council directions are clearly communicated, implemented, monitored, reported and evaluated by all staff.

- Model respectful behaviour including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.

AUTHORITY TO ACT:

The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, delegations, corporate policies and procedures.

KEY RELATIONSHIPS:

Internal: Team Leader Companion Animals, Team Leader Regulatory Support, other members of staff and Council's Management Team

External: Ongoing external contacts include senior executive positions within Government agencies (e.g. State Debt Recovery Office, Department of Planning, Roads and Maritime Authority, NSW Police,) developers, building owners, community groups and the general public.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SUPERVISORS / TEAM LEADERS / GANGERS

LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the **Team Leader Ranger Services** as detailed in this document.

Signature:
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Date: /