

<b>TITLE:</b>	Team Leader Asset Protection Enforcement
<b>DIRECTORATE:</b>	Urban Living
<b>DEPARTMENT:</b>	Civic Services
<b>LOCATION:</b>	On site. This position is based at Camberwell but is expected to work across all locations as required.
<b>CLASSIFICATION:</b>	Band 7
<b>EMPLOYMENT STATUS:</b>	Full Time
<b>POSITION CODE:</b>	TBC

### PRIMARY OBJECTIVE AND POSITION CONTEXT

Reporting to the Coordinator Asset Protection & Permits, The Team Leader Asset Protection Enforcement leads a team of Authorised Officers to achieve compliance with Council's *Amenity Local Law 2019, Protection of Council Assets and Control of Building Sites Local Law 2021, Road Management Act 2004, Environmental Protection Act 2017, Planning and Environment Act 1987* and other relevant legislation.

The Purpose of the Asset Protection Team is to protect public assets under the control of Council to minimise the impact of building works in the community by providing education and enforcement.

This position is responsible for working professionally with employees at all levels across Council and liaising with relevant external stakeholders. The position works both in-field with officers and from our Camberwell location. Roster consists of traditional weekdays on a 19-day month with RDO but will be required to work after hours and weekends, as required, for officer development and support, high-profile site inspections and special operations.

### REPORTING RELATIONSHIPS

<b>Reports to:</b>	Coordinator Asset Protection and Permits
<b>Direct reports:</b>	<ol style="list-style-type: none"> <li>1. Supervisor Asset Protection Enforcement</li> <li>2. x2 Senior Asset Protection Enforcement Officers</li> <li>3. x3 Asset Protection Enforcement Officers</li> </ol>
<b>Internal liaisons:</b>	All staff within Civic Services and across the Organisation.
<b>External liaisons:</b>	Including but not exclusive to the community, residents, Public Authorities, builders, and contractors.
<b>Budgetary responsibilities:</b>	Yes

### WORKING WITH CITY OF BOROONDARA

**Our Vision:** A sustainable and inclusive community

**Our Purpose:** We work together to deliver community priorities and place our customers at the centre of everything we do (Purpose).

Our values and behaviours guide the way we work and lead.

#### How we work

- Think Customer experience
- Act with integrity

#### How we lead

- Lead by personal example
- Build trust

- Work together as one
- Explore better ways
- Treat people with respect
- Own it, follow through
- Create shared direction
- Inspire possibility
- Empower others

To achieve our strategic goals, we need a workforce full of energetic, customer focused and forward-thinking people.

## KEY RESPONSIBILITIES/OUTCOMES

Key Responsibility	Details	What success looks like
Leadership and Management	<ul style="list-style-type: none"> <li>• Oversee, lead and motivate a team of Asset Protection Enforcement Officers and ensure team objectives are met.</li> <li>• Foster an innovative, engaged, customer-focused and high-performing team.</li> <li>• Recruit and induct new employees to the team and provide ongoing training, coaching and support to team members.</li> <li>• Provide effective performance management of staff within the team.</li> <li>• Deliver Performance Development Reviews (PDRs) for officers in line with corporate practices and guidelines.</li> <li>• Monitor and drive achievement of team budget.</li> <li>• Actively contribute to the leadership of the Permits, Appeals and Protection of Assets Port Folio.</li> <li>• Maintain the health and safety of Officers and ensure appropriate PPE and access to vehicles, and equipment to undertake duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the teams KPI's are met.</li> <li>• Low staff turnover</li> <li>• Staff are trained and performing within statutory requirements.</li> <li>• Succession planning is in place.</li> <li>• OHS Incident Reports are investigated and completed on time.</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Oversee, lead and participate in an inspection regime of proactive monitoring of approved and illegal construction activity, road occupation and reinstatement works within the municipality.</li> <li>• Coach team to deliver high quality investigations and produce high standards of evidence and investigation records within Council's databases that will hold up under scrutiny in court.</li> <li>• Coach team to deliver briefs of evidence for court proceedings when matters proceed to</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced risk, improved amenity, and safety of our community.</li> <li>• Community adheres to Council's Local Laws, Policies and Procedures.</li> <li>• Achieve team Key Performance Indicators.</li> </ul>

	<p>prosecution, in partnership with department Prosecutions Team.</p> <ul style="list-style-type: none"> <li>• Lead the team to educate the community and enforce in response to breaches to relevant legislation.</li> <li>• Construct strategic and service-driven rosters for officers that ensure service delivery to key community sectors.</li> <li>• Perform individual inspections and compliance activities in conjunction with the team, to lead by example, support officers and contribute to the overall service provided by the team to the community.</li> <li>• Interpret relevant legislation, policy, fundamental technical information, and approved drawings/plans and apply enforcement where required.</li> </ul>	
Customer Service	<ul style="list-style-type: none"> <li>• Drive first-class customer service practices and ensure a consistent approach across the team.</li> <li>• Resolve issues raised by customers regarding damage to Council infrastructure assets and work by developers and utility companies.</li> <li>• Respond to complex escalated correspondence and submit detailed information to the Coordinator and Manager Civic Services.</li> <li>• Build constructive relationships with internal and external stakeholders and where necessary consult with Council Officers with regards to resolution of technical matters leading to positive outcomes, whilst adhering to State Legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate response timeframes are met (within 10 days)</li> <li>• Increase in Customer Experience Satisfaction Score</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Work collaboratively with the Coordinator to develop rigorous compliance processes and practices and solidify as the team's general practice and ways of working.</li> <li>• Lead the maintenance and updating of various registers, website, and databases.</li> <li>• Lead process improvement and identify for further development.</li> </ul>	<ul style="list-style-type: none"> <li>• Processes and procedures are up to date.</li> <li>• Registers, data base and website are current.</li> <li>• Identify new opportunities to</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead implementation of continuous improvement initiatives.</li> <li>• Lead reports and strategic plans and actively work to deliver required outcomes.</li> <li>• Perform other duties and projects as requested.</li> </ul>	<p>streamline processes.</p> <ul style="list-style-type: none"> <li>• Team delivers the requirements of the strategic plan and team plan.</li> </ul>
Advocacy	Assist members of the public, Public Authorities, builders, developers, and contractors in relation to State Government Legislation and any other Acts, Regulations and Council Local Laws	Reduced risk, improved amenity, and safety of our community
Other	<ul style="list-style-type: none"> <li>• Periodically undertake other duties within the Permits, Appeals and Protection of Assets team that are within the officer's capabilities.</li> <li>• Undertake Vehicle Crossing Assessments as required.</li> <li>• Undertake Assets inspections as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Team is supported through leave.</li> <li>• Staff are cross trained in other functions to support development.</li> </ul>

## SELECTION CRITERIA

1. Strong Leadership skills in a multidisciplinary team environment, including but not limited to performance management, mentoring, training, and workforce planning.
2. Proven experience leading by example and delivering alongside the team in a demanding compliance service industry environment particularly in relation to construction management, local laws, including interpretation of approved plans and drawings, or similar equivalent.
3. Strong communication both in written and verbal form with a variety of stakeholders to educate, advocate and resolve problems, including negotiation skills.
4. Ability to manage a high workload, organise and obtain compliance with a variety of tasks despite conflicting priorities, with minimal supervision.
5. Highly developed time management skills with the ability to set priorities, plan and organise one's own work and the work of team members to provide efficient service delivery within tight timeframes in a high-volume service environment.
6. Substantial experience in the preparation of investigative reports, briefs of evidence, detailed reports, letters, general correspondence and presentations to management.
7. Proven ability to identify and implement process improvement and manage staff through change.
8. Completion of a Certificate IV in Government Compliance, Diploma in Justice or equivalent and/or relevant experience in the relevant field of Local Law.
9. Current Victorian drivers' licence and satisfactory pre-employment medical, police and Working with Children Check.

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## HSW AND RISK MANAGEMENT

- Role model a safety and risk management culture to minimise risk to self and others and support safe works practices through ensuring adherence to legislative requirements and Council's policies and procedures.
- Seek assistance when unsure of practices and procedures to perform a task.
- Report and identify all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor
- Actively participate and contribute to preventative HSW strategies, audits, team meetings and training

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## EMPLOYMENT REQUIREMENTS

To work with the City of Boroondara you need to provide a current National Police Records Check and, to support a child safe organisation you may need to provide a current Employee Working with Children Clearance.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System Objective that adequately document Council business activities and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.

A pre-employment medical is required as the incumbent will be required to work outdoors, some physical activity and lifting may be required.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The position is accountable to the Coordinator Permits Appeals and Protection of Assets for carrying out the nominated duties and responsibilities to ensure a high level of compliance and service delivery are achieved.
- Provide input into specifications and documentation in relation to issuing permits, procedural issues, and policy development.
- The position has the authority to instigate legal action against persons whose actions constitute non-compliance with the relevant Legislation, Local Law, or Regulations.
- The position has the authority to administer Acts, Regulations, Local Law relevant to the Permits, Appeals and Protection of Assets Team.
- The incumbent has the authority to provide specialist advice to both internal and external customers and act as an authorised and delegated officer as required in terms of:
  - *Local Government Act 2020*
  - *Councils Local Laws*
  - *Road Management Act 2004*
  - *Road Safety Act 1986*
  - *Other relevant Acts and Regulations as required from time to time*
- The role requires a high level of accountability to relevant acts, policies and procedures relating to work of Asset Protection and Public Authorities compliance with the direction of supervisors and managers.
- The position is responsible for developing working relationships with internal and external stakeholders and advocate for both Council and the community.

- The position has the authority to make independent decisions relating to day-to-day operations and approve and sign documents in relation to non-compliance issues
- The position has the authority to act as an informant//witness in relevant prosecutions instigated by Council.
- The position is expected to use creativity within the legislation and policy controls to find solutions to problems where no precedent exists.

## **JUDGEMENT AND DECISION MAKING**

- The role empowers the incumbent to work in consultation the Coordinator Permits, Appeals and Protection of Assets, and autonomously from time to time to make decisions and apply judgement within agreed guidelines in relation to the operations of the Permit, Appeals and Protection of Assets Team.
- Ability to exercise judgment within defined policies and procedures to:
  - Obtain compliance with the relevant legislation.
  - Issues Notices to comply, Infringement notices and other legal action as required
  - Research and identify potential issues and provide solutions by utilising their professional knowledge and experience of the relevant legislation and Council policy.
  - Provide information and guidance to internal and external customers on matters relating to the Permit Appeals and Protection of Assets team.
  - Undertake Assets inspections to determine bond requirements and reinstatement of damaged Council assets.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Ability to successfully manage and improve staff in the field while developing and improving their knowledge, decision making and accountability through leading by example and mentoring.
- Demonstrated working knowledge of and ability to interpret and enforce the relevant legislation and obtain compliance.
- Proven ability to interpret and apply relevant legislation, regulations, and Local Laws to oversee and conduct investigations, instigate appropriate enforcement action, conduct interviews of those involved, prepare briefs and present this evidence in a Court of law
- Provide accurate, quality, responsive and courteous advice to applicants, the public, staff, and other parties.
- Well-developed oral and written communication and assertiveness skills, to gain cooperation and compliance, with the ability to make recommendations and prepare reports.
- Ability to problem solve on the job to ensure the best outcome can be achieved in a timely manner.

## **MANAGEMENT SKILLS**

- Manage team members in the field to create an efficient and cost-effective Team with a committed focus on achieving compliance with the team's key performance indicators and Councils strategic plans.
- Assist in developing the Permits Appeals and Protection of Assets Team's knowledge, decision making and accountability.
- Ability to manage a high workload and prioritise tasks of self and others through appropriate workforce planning, despite conflicting priorities with minimal supervision.
- The ability to develop sound and timely solutions.
- Actively contribute to innovation to improve productivity and efficiency whilst maintaining agreed standards in carrying out duties.

- Build and maintain a professional working relationship with both internal and external stakeholders to advocate, educate and achieve compliance in the building industry.
- Apply and interpret relevant policies, strategies, Local Laws, associated Acts and Regulations or other Legislation, and precedents in the assessment of development matters, whilst giving due consideration to issues of political sensitivity and community interest.
- Ensure the team is aware of health and safety requirements through active monitoring, hazard identification and reporting of conditions likely to impact employee safety in accordance with the *Occupational Health and Safety Act* and putting in place measures to reduce risk of injury.

### **INTERPERSONAL SKILLS**

- Strong people leadership skills which engage staff, encourage development, and manage process improvement in an active change environment whilst being able to manage performance where required.
- Demonstrated ability to make recommendations and prepare reports, effective conflict resolution skills and modelling techniques to resolve complex problem solving.
- Strong team player who is resilient and flexible.
- Excellent communication skills in both written and verbal form.
- High standards of professionalism and pride in personal appearance consistent with Council's corporate image.
- Ability to gain confidence and cooperation of others and communicate effectively with all stakeholders from diverse backgrounds.

### **QUALIFICATIONS AND EXPERIENCE**

- Completion of a Certificate IV in Government Compliance, Diploma in Justice or equivalent and/or relevant experience in the relevant field of Local Law.
- Current Victorian drivers' licence and satisfactory pre-employment medical, police and Working with Children Check.