

Position Description

Manager Regulatory Services

Alpine Shire Council's Values - ICARE

Innovation | Collaboration | Accountability | Respect | Empowerment

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community.

Child Safety Commitment at Alpine Shire Council

Alpine Shire Council is committed to being a child safe organisation. Every child and young person has the right to feel safe. All our employees have a shared responsibility to protect children and young people from harm and abuse. Alpine Shire Council has established policies, procedures and training to achieve these commitments.

Diversity & Inclusivity at Alpine Shire Council

Alpine Shire Council is an Equal Opportunity employer. We value people of all abilities, people from culturally and/or linguistically diverse backgrounds and First Nations peoples. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

POSITION OVERVIEW

The Manager Regulatory Services plays a pivotal role in ensuring Alpine Shire Council meets its regulatory obligations while supporting community development. Leading a dedicated team of professionals, this role is central to delivering excellent community outcomes, driving continuous process improvement, and providing responsive customer service. Council is committed to fostering a positive experience for both employees and the community, and the Manager Regulatory Services is crucial to achieving these goals.

In this role, you will lead by example, cultivating a flexible and customer-focused team. You will ensure that all legislative obligations are met, with systems and processes in place to support a safe and well-planned municipality. Additionally, you will lead initiatives to reduce complexity, enhance transparency, and improve responsiveness. A key focus will be developing measures and reporting mechanisms to track service delivery improvements, while also fostering collaboration across Council and with industry stakeholders.

Central to the role is leading and modelling a values-driven culture where Council's values are reflected in all actions and decisions. A strong customer focus will underpin this role's ability to deliver high quality services. The role will set clear expectations of acceptable behaviour, uphold high standards of conduct, and foster an inclusive, respectful, and accountable workplace.

CLASSIFICATION AND RELATIONSHIPS

Classification: Senior Executive Officer (according to the *Local Government Act*) and the *Alpine Shire Council Enterprise Agreement*

Reports to: Director Corporate and Community

Supervises: Coordinators and team members across Statutory Planning, Planning Compliance, Local Laws, Environmental Health and Building Services.

KEY DUTIES AND RESPONSIBILITIES

This position is responsible for the efficient and effective leadership, management and operation of the following business functions:

- Statutory Planning
- Environmental Health
- Building Services
- Compliance and Local Laws

Leadership and Team Management

- Build and strengthen productive relationships across Council management and provide leadership, direction and support.
- Develop and deliver departmental plans to support the Council Vision, the Council Plan and other relevant strategic documents.

- Provide strategic leadership and planning for the development and delivery of quality services within the municipality.
- Lead and manage the department ensuring effective and responsible staff management and development and adherence to corporate values, process and policies.
- Manage staff development, training, and succession planning to build a skilled and motivated team.
- Manage with emotional intelligence and provide a psychologically safe work environment.

Statutory Planning

- Lead a team to deliver Statutory Planning outcomes in line with the Alpine Planning Scheme.
- Ensure compliance with the *Planning and Environment Act 1987*.
- Provide a customer-focused, efficient, and forward-looking statutory planning service.
- Collaborate with industry stakeholders to deliver positive outcomes.

Regulatory Compliance and Local Laws

- Build public confidence in regulatory services through permit audits, public education, and enforcement actions across all areas of responsibility.
- Provide advice on enforcement processes to the community.
- Monitor and report on compliance transparently and efficiently.
- Ensure the provision of an efficient, customer-focused Local Laws and animal management service.
- Maintain up-to-date policy, procedures, and Community Local Law.
- Minimise Council's risk exposure and take a holistic approach to compliance.

Building Services

- Ensure the provision of an efficient, customer-focused, and competitive building service.
- Implement a proactive, risk-based approach to public safety in building-related matters.
- Ensure compliance with all relevant building legislation.

Environment Health

- Provide an efficient, customer-focused Environmental Health service.
- Implement a proactive, risk-based approach to public safety by ensuring compliance with all relevant Environmental Health legislation.

Budget Management

- Prepare and manage the Regulatory Services budget, ensuring optimal allocation of resources and alignment with strategic priorities.
- Monitor expenditure and provide regular financial reports to senior management.

Performance Measurement and Reporting

- Define key performance indicators (KPIs) for the function and regularly assess performance against these metrics.
- Prepare and present comprehensive reports on initiatives, projects, and outcomes to executive management and council stakeholders.

Accountability and extent of authority

- Accountable to the Director Corporate & Community.
- Authority and freedom to act in accordance with broad goals, budgets, Council policies and the provisions of relevant Acts, Regulations, Codes as contained in the Instrument of Delegation.
- The position is responsible for the performance of the Regulatory Services Department, and under the guidance of the Director Corporate & Community plays a key role in regulatory accountability across the organisation.
- Decisions made / actions taken by the Manager can have a substantial effect on the managed functions or on the public's perception of Council.
- Accountable for ensuring that the Regulatory Services Department delivers high quality customer service to both external and internal customers, meeting the requirements of any published Customer Charter.

Other duties

- Undertake other duties as directed by the Director.
- Comply with Alpine Shire Council's Code of Conduct and Policies.

Judgement and Decision Making

- Solve complex problems in a demanding environment and contribute to forward-thinking policy development.
- Make strategic decisions aligned with organisational goals and within delegated authority, legislative requirements, and established policies.
- Evaluate unclear options and develop policy recommendations.
- Allocate resources to achieve corporate objectives.
- Provide timely advice and recommendations to Directors, CEO, and Council.
- Resolve issues and make decisions transparently and professionally.
- Consider the broad economic, political, and social impacts of decisions.

Management Skills

- Achieve high-quality outcomes while operating transparently and professionally.
- Effectively manage resources, assets, projects, and staff to maximise service delivery.
- Develop a team and achieve great outcomes with effective delegation.
- Manage information flow within the organisation.
- Exhibit strong time management skills to meet changing priorities and objectives.

Interpersonal Skills

- Lead, motivate, and develop staff to achieve organizational and individual targets.
- Establish effective working relationships with internal and external stakeholders.
- Excel in negotiation, conflict resolution, and communication with diverse audiences.
- Project a positive image in all interactions with internal and external customers.

EXPERTISE

Qualifications

- Tertiary qualification in a relevant field. For example: Environmental Health, Public Health, Town Planning, Building Surveying, Compliance/Regulation, Law, Business or Public Administration.
- Current Victorian Driver Licence.

Specialist knowledge and skills

- Comprehensive knowledge of local government regulatory functions, including Local Laws, compliance and enforcement, environmental health, community safety, prosecutions, and relevant Victorian legislation and regulatory frameworks.
- Demonstrated ability to provide strategic leadership in a regulatory environment, including policy development, risk management, service planning, continuous improvement, and budget oversight.
- Highly developed stakeholder engagement, negotiation, and communication skills, with the ability to influence outcomes, manage complex regulatory matters, and provide expert advice to executive leaders, councillors, government agencies, and the community.

Experience

- Track record in achieving results at management level and ability to lead multidisciplinary regulatory teams.
- Proven experience in driving organisational change and service improvement.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Provide specialist advice on technology related risk e.g. Radio frequency exposure if required.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return-to-work plan for any injured worker when returning to work.
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts
- The work environment may include uneven surfaces and up and down stairs