

POSITION DESCRIPTION

Position Title:	Manager Community Safety
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 10
Directly reports to:	Chief Executive Officer
Positions under Direct Supervision:	Community Safety Officers Administration Officer: Community Safety Parking Officers

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

To position is responsible for the efficient and effective management of the Town's community safety resources in accordance with relevant local laws, policies and procedures.

Objective 1: Leadership and Management

- Provide regular, consistent communication to and from team members, to support a productive and effective business unit.
- Provide direction and achievable goal setting to team members, while setting a good example through consistently demonstrating the organisation's Values
- Prepare and implement the Community Safety Business Unit Plan.
- Prepare high quality quarterly Council and Business Unit reports and present at quarterly reporting meetings.
- Develop and manage the Community Safety Budget with the aim of maximising the resources.
- Manage the Performance Assessment Cycle for positions under your direct supervision including annual review of position descriptions.
- Provide technical advice and professional support to officers in relation to community safety.
- Make suggestions and manage change that contributes to the efficiency and effectiveness of the Directorate.
- Prepare and update work procedures, Council policies, and Local Laws.
- Report as required to the Director on workload, effectiveness and staff matters.
- Attend Council and committee meetings, information sessions and forums as and when required.
- Keep informed of current trends and initiatives and ensure involvement in continuing professional development.
- Be an active, positive and contributing member of the Town's Management Group.

Objective 2: Project Management

- Identify grant opportunities and contribute to preparation of grant applications. Provide advice and assistance to other areas of the organisation in relation to Community Safety matters.
- Ensure security of the Town administration building and perform other security patrols of Council buildings and reserves and within the Town of Claremont as required.
- Liaise with the WA Police and other key external stakeholders on matters consistent with the objectives of this position.
- Develop and oversee a community safety education program to reduce crime in the community.
- Review and recommend options for improved parking management across the Town.
- As required, carry out regular patrols and inspections for the purpose of enforcing the Town's Local Laws and Statutory Obligations.
- Manage the parking appeals process in conjunction with Director and maintain delegations register.
- Assess and implement appropriate actions for unpaid infringement notices and lodgements including the Fines Enforcement Registry or with the Magistrate's Court.
- In conjunction with legal, prepare for and undertake prosecutions.
- Oversee issuing of parking permits and community consultation regarding precinct parking.
- Impound vehicles in breach of Local Government Act 1995 and Parking Local Law 2016. Maintain the impound register.

Objective 3: Emergency Management

- Oversee the emergency management function of the Town pursuant to the Emergency Management Act 2005.
- Review, develop, operation and implementation of the Town's Local Emergency Recovery Plan, as required.
- Act as a representative of the Town at the Local Emergency Management Advisory Committee.
- Provide technical advice and information to the Town.

- Coordinate Fire Prevention activities and Bushfire management
- Act as Chief Fire Warden.
- Coordinate fire drills. Assist with training fire wardens.
- Undertake the Council's After-Hours response service and liaise with Police, Fire and Emergency Services and other service providers, Council Staff or contractors so as to appropriately respond to any after – hours situation.
- Accept after hours calls and where required, assist with after hour's duties as directed.

Objective 4: Occupational Health and Safety

- Raising OSH awareness throughout business units
- Facilitation of continual improvement and cultural beliefs around safety
- Actively promote OSH and disseminate OSH information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards.
- Effectively communicate with regard to the OSH management system.
- Apply OSH and relevant legislation.
- Implement components of OSH management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

Objective 5: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 6: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Demonstrated relevant work experience preferably in local government.
- Completion Regulatory Officer Compliance Skills (ROCS) 'Part 1 & 2' or equivalent.
- Possession of current Western Australian "C" Class Drivers licence.
- Demonstrated experience in the interpretation and enforcement of Local Laws, Regulations, Acts and

Legislation applicable to the role.

- Highly developed written and verbal communication, negotiation, and conflict resolution skills.
- Skills and experience in business improvement, facilitation and engagement.
- Experience in the supervision of staff or volunteers.
- Sound computer and technology skills including MS Office.
- Ability to work weekends and be on call as required.

Desirable

- Senior First Aid Certificate.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

Signatures

Chief Executive Officer Approval

Signature

Date

Employee

Signature

Date