

# ASSOCIATE DIRECTOR, REGULATORY SERVICES

## POSITION DESCRIPTION

<b>Position Title:</b>	Associate Director, Regulatory Services
<b>Responsible To:</b>	Director, City Community
<b>Council Portfolio:</b>	City Community
<b>Council Program:</b>	Regulatory Services
<b>Classification Level:</b>	Managerial, Common Law Contract

### Overview of Portfolio

The City Community Portfolio leverages and celebrates our role as a Capital City Council and delivers the services that lead, shape and enable a creative, dynamic, resilient and diverse city both now and into the future.

### Overview of Program

The Regulatory Services Program facilitates safer places for all to enjoy, provides easy access for those who visit and move around our City, and makes the experience of doing business with the City of Adelaide a pleasure.

### Key Relationships / Interactions

<b>Internal</b>	<ul style="list-style-type: none"> <li>Employees across the City Community Portfolio and Regulatory Services Program</li> <li>The Executive Team and wider Leadership Team</li> <li>City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Lord Mayor and Council Members</li> <li>State and Federal Government agencies</li> <li>Community partners and local businesses</li> <li>Customers and strategic networks, national and international</li> <li>Key customer stakeholders including residents, workers, businesses and students</li> <li>State Emergency Services</li> <li>Other relevant stakeholders including residents, businesses and their employees, industry representative groups</li> </ul>

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## Primary Purpose

As part of the Regulatory Services Program, the Associate Director, Regulatory Services will lead the Program's teams and functions in accordance with Council strategic directions and objectives. This role will ensure that City of Adelaide customers can easily conduct business, interact with Council and live, use and visit the City safely.

## Responsibilities

The Associate Director, Regulatory Services is responsible for:

- Leading the Regulatory Services Program teams and functions including City Safety & Access, On-Street Parking Compliance, Community Safety, Environmental Services, Planning & Development Assessment, Building Assessment & Development Compliance and Business Centre & Permit Management.
- Fostering a positive and constructive culture that consistently delivers high quality services to customers, in accordance with community and customer expectations, whilst minimising expenditure to maximise the profitable returns to Council.
- Ensuring the Program has the resources, skills and capacity required to deliver business plan outputs.
- Ensuring the identification, analysis and reporting of trends and issues as they relate to Council's Strategic Plan and developing appropriate responses.
- Leading the implementation and management of key community safety activities and initiatives including permit management, environmental health activities, public nuisance and public safety strategies and building compliance and fire safety.
- Providing high quality and timely professional advice and assistance to the Development Assessment Panel, team members and other Council staff, applicants and the community on interpreting and applying applicable law and policies in relation to particular sites, proposals and planning consent issues.
- Ensuring accessibility through On Street Parking Services throughout the City, providing a balanced supply of parking to support the requirements of the community, city businesses, retailers and visitors.
- Managing and implementing systems and procedures that support customer-focused development assessment and construction coordination, and disseminating information to differing sectors of the community and development industry, that also enables efficient reporting to Council and the State Government.
- Developing and delivering on business plans and work programs which respond to and contribute towards Council's Strategic Plan.
- Representing the Council on key committees, forums and working groups, and ensuring the development and maintenance of strategic partnerships, working relationships and networks with Government agencies, businesses, and other stakeholders to support the successful delivery of Council initiatives.
- Leading and managing strategic plans and projects with a deep understanding and passion for creativity and innovation. At the same time, bringing both strategic and tactical expertise to all financial and business agenda activity.
- Providing leadership to organisational improvement initiatives including establishing continuous improvement and the achievement of quality standards in the Program's business and performance.
- Ensuring the efficient and effective management and monitoring of resources applied to the Program's operations and exercise all delegated authorities diligently.

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## Responsibilities for all Leaders:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Lead and manage your team/s to ensure employee engagement and development, resource optimisation, legislative compliance, and the implementation of ongoing service enhancements.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing.
- Take accountability for identifying, reporting, and responding to WHS incidents or near misses, and ensure the appropriate and responsible use of equipment, supplies, and personal protective equipment (PPE) across the team.
- Lead the team in adhering to security requirements (both physical and cyber) by actively modelling best practices, following secure data handling protocols, supporting secure system management, and ensuring team compliance with all information security and safety obligations.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Ensure completion of all mandatory training and support ongoing professional development both personally and across the team aligned with CoA expectations, compliance requirements and information security.
- Monitor and manage budgets and expenditure within delegated limits to ensure efficient and accountable use of financial resources.

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## Position Criteria

<b>Qualifications</b>	A tertiary qualification in Business Management, Public Administration, Urban and Regional Planning or related discipline, or extensive relevant experience.	<b>Essential</b>
	Post graduate qualifications in business administration or similar. Eligibility for Membership of the Planning Institute of Australia.	<b>Desirable</b>
<b>People Leadership</b>	Proven ability to provide effective leadership for a multi-disciplinary team which continually enhances human capacity. Proven ability to develop capability and promote a constructive workplace culture. Ability to propose strategic direction ensuring alignment with organisational requirements and ability to effectively lead through change.	<b>Essential</b>
<b>Financial Skills &amp; Business Acumen</b>	Demonstrated ability to professionally lead and manage the commercial business management process for a large organisation in accordance with corporate objectives and strategic directions. Ability to lead and work across a diverse range of highly complex tasks simultaneously.	<b>Essential</b>
<b>Technical Knowledge &amp; Experience</b>	Proven understanding of regulatory services management processes associated with safety planning, environmental health and safety. Proven understanding of current and emerging policy directions of the Australian and State governments in regulatory services, environmental health and safety. Extensive experience in the formulation of integrated policy and strategy, and development and implementation of projects and programs, in a timely and cost-effective way. Experience in the management of sensitive political issues. Comprehensive knowledge of associated Acts, Regulations and legislation including a sound working knowledge of current human resource, WHS and financial management practices, obligations and associated legislation and regulations.	<b>Essential</b>
	A sound working knowledge of Acts and regulations affecting Local Government administration.	<b>Desirable</b>
<b>Project Management</b>	Highly developed project management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration.	<b>Essential</b>
<b>Innovation &amp; Initiative</b>	Proven experience in managing and applying best practice business management principles and practices to the development and delivery of strategies, development plans, initiatives, programs, policy and procedures, for the management and marketing of major business enterprises and monitoring and reporting on outcomes.	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	Proven experience in the effective management of staff and resources by managing and ensuring compliance with human resources, document management, performance management, WHS, financial and	<b>Essential</b>

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	<p>procurement requirements in line with associated policies and procedures.</p> <p>Ability to solve complex problems and make effective recommendations and decisions in a fast-paced environment.</p>	
<b>Professional Development</b>	<p>A commitment to ongoing professional development and continuous learning.</p> <p>An ongoing commitment to maintain and continually develop knowledge of current practices with relevant areas and applicable industry practices.</p>	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	<p>A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within the area of responsibility.</p> <p>Proven ability to recognise and resolve conflict; manage the process of negotiation and mediation with industry, government agencies at a local, state and commonwealth level and other stakeholders.</p>	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	<p>Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.</p> <p>The ability to build and maintain cross divisional relationships.</p> <p>Proven ability to engage with national, international and professional networks to progress strategic goals and foster corporate capability.</p>	<b>Essential</b>
<b>Administrative Skills</b>	<p>A thorough understanding of the practices, procedures and outcomes required of a records management system.</p> <p>Good organisational and time management skills and the ability to prioritise and set and meet deadlines. Sound knowledge of Microsoft Office Suite.</p>	<b>Essential</b>
<b>Government Experience</b>	<p>Experience working in a government environment.</p>	<b>Desirable</b>

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## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• Deliver what matters</li> <li>• Ensure clarity of direction and unity of purpose</li> <li>• Inspire excellence and strive for outstanding results</li> </ul>
	<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Work together to build successful teams and partnerships</li> <li>• Be open, inclusive, and share knowledge</li> <li>• Seek, provide, and act on feedback</li> </ul>
	<p><b>Customer Commitment</b></p> <ul style="list-style-type: none"> <li>• Know your customers and put them first</li> <li>• Listen to and understand customer needs</li> <li>• Be responsive, close the loop and deliver on promises</li> </ul>
	<p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• Own your actions, successes and mistakes</li> <li>• Act with transparency, honesty, and respect</li> <li>• Do what you say you will do</li> </ul>
	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Look for ways to improve and create positive change</li> <li>• Think broadly and take a wider viewpoint</li> <li>• Be responsive to new ideas and opportunities</li> </ul>

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## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered Drivers Licence.
- A satisfactory Police Clearance.
- I have reviewed and understand the delegations associated with this position.

## Physical Demands

<b>Task</b>	<b>Office Workstation</b>
<b>Work Area</b>	<b>Various</b>
<b>Physical Demand Rating</b>	<b>Very Light Work</b>

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	<b>Critical Range of Motion:</b> Shoulder to 90° flexion.
Standing	✓			Accessing folders, p/copier, talking to others	<b>Lift Capacity:</b> Up to 2kg (ream of paper).
Walking		✓		Meeting with others, moving between rooms	<b>Push / Pull Force:</b> N/A
Climbing	✓			Option to take the stairs	<b>Shift Duration:</b> 7.5 hrs to 8 hrs
Bending	✓			Reaching down to low shelves, p/copier	<b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings.
Squatting	✓			Reaching down to low shelves, p/copier	<b>Task Rotation:</b> tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse.
Gripping		✓		Mouse, stationery, phone	<b>Breaks:</b> 0:15 minute tea break, 0:30 meal break
Forward Reach	✓			Typing, using the mouse, phone usage	<b>PPE:</b> Office attire and appropriate footwear.
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

**\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**\*\* Electronic Offer\*\*** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.