

MANAGER, CITY SAFETY

POSITION DESCRIPTION

Position Title:	Manager, City Safety
Responsible To:	Associate Director, Regulatory Services
Council Portfolio:	City Community
Council Program:	Regulatory Services
Classification Level:	Managerial, Common Law Contract

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

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

Internal	Employee across the Regulatory Services Program City of Adelaide (CoA) staff members across all Portfolios, Programs and Teams Lord Mayor, Council Members and Associate Directors
External	Key relationship management with external stakeholders and service providers including State Government departments (such as SA Health and DIT) Environmental Protection Agency Australian Institute of Building Surveyors (AIBS) SafeWork SA Developers Land owners Technology providers

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Primary Purpose

As part of the Regulatory Services Program, the Manager, City Safety leads the delivery of Council's regulatory and statutory compliance obligations to maintain and improve the amenity of the public and private realm, reducing risk to the public to facilitate healthy and resilient communities, safe spaces and environments, and an accessible city for all.

The Manager delivers on legislative and policy requirements through the end-to-end monitoring and enforcement of functions and services including:

- Protecting Public Health
- Protecting Community Safety in the Public Realm
- Waste management of illegal dumping
- Building & Development Compliance Services
- On-Street Parking Compliance and Turnover

Responsibilities

The Manager, City Safety is responsible for;

- Leading and managing all aspects of the City Safety teams to deliver the day-to-day functions and Strategic Plan actions of a service that meets legislative and policy objectives while focusing on the customer experience.
- Developing and leading the implementation of appropriate frameworks, strategies and resourcing models to continually enhance the provision of risk-based inspection, assessment and compliance monitoring across all regulatory functions.
- Ensuring the equitable enforcement of local laws and all other relevant legislation
- Creating a culture of delivering positive outcomes for the community through a balanced approach of promotion and awareness campaigns, education initiatives, and enforcement activities.
- Providing effective leadership in developing a high performing and innovative team, who deliver on Program objectives and foster a strong, collaborative and outcome-focused culture.
- Continual delivery and enhancement of a compliance monitoring framework that meets all regulatory and legislative requirements.
- Developing and delivering on Business Plans and work programs that respond to and contribute towards Council's strategic directions and strategic plan.
- Ensuring the identification, analysis and reporting of trends and issues as they relate to Council's strategic directions for the City and developing appropriate responses.
- Developing strategic relationships and networks with external stakeholders to achieve mutually beneficial outcomes.
- Negotiating, mediating and managing projects and issues in a proactive manner which further progress Program initiatives and projects.
- Delivering effective reporting which evaluates performance against KPIs and legislative requirements, and provides insights for continual service improvement.
- Identifying and implementing initiatives to proactively promote and educate the community in safe practices across relevant functional areas.
- Ensuring the timely and effective resolution of customer complaints and breaches of legislation/Council by-laws, including prompt investigation and provision of appropriate solutions and recommendations on service improvement opportunities.
- Overseeing the enforcement and legal action relating to areas of responsibilities, ensuring the effective preparation of necessary documentation and evidence in relation to legal or Ombudsman inquiries and court proceedings.
- Providing expert technical advice senior members of staff, the Council, any of its Committees or individual Elected Members when required.

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- Overseeing continuous improvement of all systems and supporting policies and procedures, ensuring that all policies and procedures remain effective and efficient exercising delegations in accordance with legislative instruments and policies
- Management of relevant income and expense budgets to target.

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

Qualifications	A tertiary qualification in a related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
People Management	<p>Demonstrated ability to lead a multi-function team, providing effective leadership and mentoring which continually builds capability, and manages performance.</p> <p>Demonstrated ability to drive a cultural change within a team.</p> <p>Demonstrated ability to support staff across a range of complex projects in the delivery of strategic objectives.</p> <p>Thorough working knowledge of people management practices, policies and procedures.</p>	Essential
Financial Skills & Acumen	Demonstrated experience in budget preparation and monitoring, including profit and loss, cost benefit analysis and forecasting / projections.	Essential
Technical Knowledge & Experience	<p>Extensive experience in coordinating the compliance aspects of a regulatory function.</p> <p>Extensive experience of successfully leading and managing complex operational teams.</p> <p>Comprehensive knowledge of, or experience working with, relevant legislation and by-laws relating to the provision of regulatory services, such as:</p> <ul style="list-style-type: none"> • <i>Planning, Development and Infrastructure Act 2016</i> • National Construction Code • Council By-Laws • <i>Expiation of Offences Act 1996</i> • <i>Local Government Act 1999</i> • <i>Local Noise and Litter Control Act 2016</i> • <i>Road Traffic Act</i> • <i>Australian Road Rules</i> <p>Substantial ability to understand and interpret complex legislation, drawings, plans and technical specifications.</p>	Essential
Project Management	Highly developed project and consultant management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration.	Essential
Innovation & Initiative	Proven ability to think conceptually and creatively in order to plan for integrated project outcome delivery and solve complex management problems.	Essential
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising.	Essential

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	<p>Ability to prioritise and be flexible when responding to changing priorities and demands.</p> <p>Demonstrated ability in making decisions within team environment which progress the project's desired outcomes.</p>	
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	Essential
Collaboration & Communication	<p>Substantial experience in developing positive relationships and consulting, negotiating, communicating and influencing with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.</p> <p>Ability to perceive the political implications or various decision paths before acting and proven ability to integrate across inter-related programs or groups to achieve outcomes.</p>	Essential
Administrative Skills	<p>Excellent time management and prioritisation skills with a high focus on attention to detail.</p> <p>Demonstrated ability to identify key issues and present recommendations in a concise and logical manner.</p> <p>A thorough understanding of practices, procedures and outcomes required of a records management system.</p> <p>A high level of organisational and time management skills.</p> <p>An awareness of Workplace Health and Safety issues, standards and actions in the workplace.</p>	Essential
Government Experience	Experience working in a government environment.	Desirable

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

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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 South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: 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. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
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.