

# TEAM LEADER, DEVELOPMENT FACILITATION

## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Development Facilitation
<b>Responsible To:</b>	Manager, City Development
<b>Council Portfolio</b>	City Community
<b>Council Program:</b>	Regulatory Services
<b>Classification Level:</b>	Salaried, Level 8

### 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

<b>Internal</b>	Employees across the Regulatory Services Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
<b>External</b>	Business owners, property owners and members of the public State Commission Assessment Panel (SCAP) Relevant Industry Bodies Developers, Builders and Contractors Conservation Groups Local Government Councils & Organisations State Government Departments (e.g. DPTI, SafeWork SA)

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## Primary Purpose

As part of the Regulatory Services Program the Team Leader, Development Facilitation will provide leadership, specialist advice and assistance to the team supporting the community and industry during all construction stages of major developments in the City. The role facilitates smooth processes for industry stakeholders, balanced with mitigating impacts on other stakeholders and ensuring effective communication to all parties.

The role ensures works in the public realm are approved and inspected to ensure compliance with appropriate legislation, permit conditions, safe working standards and the city amenity is not being adversely compromised.

The Team Leader, Development Facilitation is responsible for the ongoing improvement of processes and techniques used by the team, enabling individuals to provide effective, high-quality engineering outcomes.

## Responsibilities

The Team Leader, Development Facilitation is responsible for:

- The effective leadership and management of the Development Facilitation team, fostering a positive and constructive workplace culture that consistently delivers high quality services to meet Strategic Plan outcomes.
- Overseeing and facilitating major developments undertaken from commencement to occupation.
- Providing effective customer service offerings to developers, stakeholders and impacted stakeholders throughout constructions projects.
- Continuously building the team's capacity through the ongoing identification of individual and team training and development needs.
- The ongoing review of existing practices, investigation of improvement opportunities and development and implementation of appropriate systems/processes which enhance the delivery of service to customers and contribute to Program Plan objectives and improvements to Council's risk profile.
- Understanding the needs of customers and influencing outcomes by providing timely and expert advice.
- Managing a workforce structure that enables the efficient delivery of priorities and services.
- Fostering an environment of being proactive, agile and collaborative to identify new ways of working to overcome barriers.
- Liaising with Government Agencies and industry stakeholders to build partnerships which assist to deliver Council objectives, and advocate for positive long-term improvements.
- Identifying systems/process improvement opportunities and in consultation with the Manager, City Development, lead the development and implementation of plans/programs/strategies which contribute to the ongoing enhancement of service delivery.
- Preparing, monitoring and regularly reporting on the operating budget, approval activities, business plans and action plans.
- Coordinating, monitoring and evaluating all aspects of the team's activities including management of budgets and preparation of reports and information to meet legislative requirements.
- Implementing processes and procedures that enable the timely and consistent assessment of applications for use of the public realm in relation to City Works.
- Ensuring all activities approved are within appropriate delegation and in line with legislative and safety requirements, including but not limited to the Local Government Act and City of Adelaide Act.
- Preparing advice, reports and responses to escalated customer enquiries for Senior Management and Elected Members when required.

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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, Construction, Engineering or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	<b>Essential</b>
	Certificate IV in Local Government.	<b>Desirable</b>
	Chartered Engineer professional status.	<b>Desirable</b>
<b>People Management</b>	<p>Experience in providing effective leadership which continually enhances and builds the team's capability and performance.</p> <p>Demonstrated ability to mentor and support employees in their professional development.</p> <p>Thorough working knowledge of people management practices, policies and procedures</p>	<b>Essential</b>
<b>Financial Skills &amp; Acumen</b>	Demonstrated ability to prepare and successfully manage budgets.	<b>Essential</b>
<b>Technical Knowledge &amp; Experience</b>	<p>Sound understanding of the values, behaviours and strategies required to create exceptional customer experiences for both internal and external customers.</p> <p>Sound understanding of the Local Government Act, City of Adelaide Act, Planning, Development and Infrastructure Act 2016, Road Traffic Act 1961, Expiation of Offences Act and the legislative requirements of Council in approving use of the public realm.</p> <p>Understanding and experience in the principles of construction management and traffic management, and their impact on stakeholders.</p> <p>Strong judgment and decision-making skills.</p> <p>Ability to adapt to changing business requirements and organisational focus.</p> <p>Experience in Local Government development assessment, compliance and/or construction site management.</p>	<b>Essential</b>
<b>Project Management</b>	Demonstrated ability to successfully manage projects within budget and timeframes.	<b>Essential</b>
<b>Innovation &amp; Initiative</b>	Proven experience in applying/managing best practice business principles and practices to the development and delivery of strategies, development plans, initiatives, programs, policy and procedures for the management of major development initiatives, and monitoring and reporting on outcomes.	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	<p>Proven ability to effectively utilise allocated resources which includes planning and delegating.</p> <p>Ability to prioritise and be flexible when responding to changing demands.</p>	<b>Essential</b>

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<b>Professional Development</b>	A commitment to ongoing professional development and continuous learning.	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	Excellent customer service skills, including the ability to effectively liaise and engage with members of the public and community groups. Demonstrated high level skills in dealing confidently and courteously with people both internally and externally.	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	Proven ability to build positive relationships and consult, influence and negotiate with all levels of management and staff, stakeholders and the community, both verbally and in writing. Ability to perceive the political implications or various decision paths before acting or proven ability to integrate across inter-related programs or groups to achieve outcomes.	<b>Essential</b>
<b>Administrative Skills</b>	Excellent time management and prioritisation skills with a high focus on attention to detail. Demonstrated ability to identify key issues and present recommendations in a concise and logical manner.	<b>Essential</b>
<b>Government Experience</b>	Experience working in a government environment.	<b>Essential</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 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

<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. <b>Lift Capacity:</b> Up to 2kg (ream of paper). <b>Push / Pull Force:</b> N/A <b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings. <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. <b>PPE:</b> 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.