

Position Title	Manager Community Amenity & Compliance
Directorate	City Futures
Department/Business Unit	Community Amenity & Compliance
Team	Community Amenity
Classification	Senior Officer
Date	August 2026
Reports to:	Executive Director City Futures
Supervises:	- Coordinator Community Compliance - Parking Compliance Coordinator - Prosecutions Coordinator - Team Leader Administration
Internal Liaison:	- Daily with all Community Amenity & Compliance staff members - Other Managers, Directors, CEO - Councillors - All other staff
External Liaison:	- General Public - Officers from other councils to provide or receive assistance - Internal and External audit staff - Consultants / Solicitors - State government departments and agencies - Contractors

Position Objectives

Your primary purpose in this position is to:

- Ensure the consistent provision of a customer focused regulatory service which reflects the objectives of the City of Greater Dandenong to both Councillors and the community.
- Develop, implement, and manage programs and projects that protect, enhance and develop the City's services.
- Provide leadership in and influence on the delivery and maintenance of high levels of amenity in the public realm.
- Develop and maintain a key emphasis on continuous improvement and the application of contemporary, Best Value principles in the design, implementation and management of the following activities:
 - Parking compliance
 - Local Laws
 - Animal Control
 - School Crossings

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Relevant tertiary qualification in the Regulatory Compliance field, e.g. Criminal Justice, Law or Business Management, along with proven record of senior management experience and skills in a Regulatory Compliance setting leading a large, diversified department to achieve business objectives and agreed outcomes. These include:

- Demonstrated ability coordinating the activities, procedures and documentation required to meet a broad range of Community Amenity requirements of a large public sector organisation;
- Demonstrated ability in developing strategic Community Amenity directions and translating these into achievable action plans and outcomes;
- Demonstrated management skills leading and directing the activities of multiple teams in the delivery of various regulatory services, coordinating effective negotiation and liaison with client groups.
- Demonstrated ability facilitating the professional development of teams including senior qualified team members.
- Demonstrated ability leading a medium sized team through Change Management processes, championing a Continuous Improvement model.
- Demonstrated ability coordinating the production and distribution of timely, relevant and professional written and verbal communication including the preparation of reports and budgets.
- Demonstrated conceptual thinking along with highly developed negotiation and interpersonal skills, including problem solving and conflict resolution skills, maintaining confidentiality and managing sensitive issues and information.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Customer Focused Regulatory Service	• Ensure that Community Amenity is delivered at the agreed standard using contemporary, Best Value principles and practices to both Councillors and the community. • Ensure municipal local laws are contemporary and enable positive Community Outcomes (in accordance with Council Plan and Priorities) • Achieve a high-quality, cost-effective service. • Ensure response to community requests for information and services are provided in a timely manner. • Ensure Customer Service Charter is upheld at all times. • Actively initiate and implement customer service improvement. • Provide accurate professional advice that reflects industry best practice to external and internal customers on relevant Community Amenity matters.
Represent Council, Provide Advice & Education	• Represent Council at hearings, tribunals and professional forums. • Provide advice to Executive, Councillors, members of the public, other external stakeholders and internal staff in respect of Community Amenity matters in written and verbal form. • Provide assistance and guidance to all staff on Community Amenity issues.
Performance and Staff Development	• Oversee the Community Amenity teams to ensure they are a cohesive, motivated and proactive group; developing a culture which provides a high level of service. • Maintain and coordinate regular and relevant communications with all staff in the department. • Manage resourcing and coordination of the Community Amenity & Compliance Department, by leading and developing teams of Community Amenity officers through their Team Leaders and supervisors. • Oversee the management of all Community Amenity & Compliance staff leave and regularly monitor balances to ensure applications are within agreed guidelines. • Actively lead the department to ensure a cohesive approach to achieving team and corporate objectives. • Mentor and lead Team Leaders and supervisors in a team environment to develop individual team achievements.

	- Identify the broader training needs of Community Amenity staff, undertake performance reviews and manage the development of senior Community Amenity staff as well as oversee performance reviews and development programs for all Community Amenity officers. - Monitor compliance with prescribed service levels and ensure agreed standards are achieved by the team within agreed timeframes with a focus on industry best practice and organisational requirements. - Oversee the management of staff recruitment requirements and participate in recruitment and induction activities as required.
Service Development and Delivery	- Oversee the development and operation of Department strategies and services to the highest standard and engage key stakeholders to develop new opportunities for the City. - Oversee the development and implementation of policies, programs and services that provide quality service delivery across the municipality. - Coordinate the collection of data from performance indicators to monitor the performance of the Department. Formulate / develop strategies to ensure indicators are met, against 'best practice' targets. - Participate in community and Council forums and meetings, and provide reports, business cases, submissions and studies as required. - Deliver quality and timely departmental functions, services, programs and projects in accordance with reasonable expectations of the customer and/or set delivery standards. - Play a lead role in promoting innovation and developing a team-based approach to service planning and delivery across the Department.
Financial Management	Ensure responsible financial management and administration through the following: - Leading the preparation of the annual operational and capital budgets for the Department, ensuring that cost efficiency is maintained. - Preparing reports of budget expenditure and forecasts within established reporting arrangements and timelines. - Maximising the financial benefit and use of budget allocations. - Ensuring expenditure is contained within budget allocations and taking corrective action where circumstances arise that may prevent this. - Develop innovative mechanisms and measures to ensure the financial viability of the Unit, within the constraints of Council policy, the Local Government Act and other relevant legislation. - Preparation of funding submissions and negotiation and preparation of funding and service agreements for signature by the Council or its delegate. - Apply for additional funding or assist other agencies in funding applications to meet identified needs.
Contract Management	- Management of leases and service agreements to ensure that requirements are continuously met. - Prepare tender specifications, including service standards and performance indicators for the delivery of departmental services.
Project Management	- Develop and implement departmental and unit business plans, work plans, annual budget and service charters to ensure that the City's services are protected, enhanced and further developed as required. - Provide leadership in program and systems development to enhance and further develop the City's services. - Liaise with other departments/units and outside agencies in order to maximise effectiveness and efficiency and to market the services of the City. - Build a sense of teamwork amongst staff and plan and implement informative team meetings that empower and develop staff. - Enter into and monitor appropriate project management arrangements to ensure delivery of agreed Departmental projects as identified throughout the business planning process. - Establish clear project plans / briefs and ensure resources are allocated to enable completion of projects within timelines and other targets. - Monitor and support project implementation and report project outcomes to the Executive Director City Futures and the CEO as required.

Continuous Improvement	- City of Greater Dandenong supports a quality program that involves continuous, incremental improvement in all services provided to external and internal customers and in all associated policies, processes and procedures. - All staff members are required to display commitment to and to participate in, the quality program, by constantly striving to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.
Emergency Management	This position is involved in Emergency Management. The specific duties and responsibilities are set out in the Municipal Emergency Management Plan (MEMP).
Working out of Hours	This position may require participation in an on-call, stand-by or availability roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time).
First Aid Activities	- Ensuring adequate coverage for the provision of first aid within each work area - Providing for the continuity of training of Designated and First Aid Certificate Officers (DFAO and FACO) - Supervising and monitoring effective execution of first aid activities. - Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives. People managers have additional responsibilities to:

	• Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	• Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. • Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations, and support staff to understand and meet these requirements.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		☐	☐	☐	☒
Team based work – works in a team of people and not exposed to isolation		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☐	☒
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☐	☒
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☐	☒
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☐	☒

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail (insert typical tasks)	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☐	☒
Walking – In an upright position, moving more than 3 steps		☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☒	☐	☐	☐
Reaching – Extending arms out in any direction		☒	☐	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☒	☐	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☒	☐	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐

Physical Requirements	Task detail (insert typical tasks)	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Pushing/Pulling – Applying force to move something away or closer to one self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Managing the Community Amenity Department and related services across the broader directorate in the delivery of the comprehensive range of regulatory services to the municipality (as set out in the Primary Objectives section of this document) within legislative and corporate guidelines, statutory obligations, agreed timeframes and service standards, including a reporting mechanism to ensure adherence to allocated budgets.
- Under direction of the Executive Director City Futures, develop strategic policy options, strategic plans and contemporary local laws to address strategic priorities (and future service requirements) of the municipality, understanding the substantial effect of these upon the management of the operational unit, the organisation as a whole and / or on the public perception of the wider organisation.
- Advice and counsel provided by this position is relied upon for guidance and part-justification for adopting particular Community Amenity policies, the impact of which may be substantial upon the organisation and / or the community. The freedom to act is wide and limited only to the areas nominated by corporate management.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

Independently:

- Makes decisions on the day to day and ongoing operations and coordination of Community Amenity teams and broader responsibilities of those staff.
- Provides advice to consultants, Councillors, Executive, staff and general public.

With Input from the Executive Director City Futures:

- Develop and report on the Community Amenity Department's plan, budget, recruitment, performance management and other corporate requirements.
- Prepare the first drafts of the Long-Term Planning Policy and Strategy and Annual Budget documents for review.
- Develop and implement ongoing improvements to work systems, procedures and Unit activities from an unspecified range of options.

Recommends and Identifies to the Executive Director City Futures:

- Identifies and recommends individual and team development opportunities for Community Amenity & Compliance staff and the department's leadership team.
- Policy options in the Community Amenity Department for consideration and choice by the Executive Director and Executive Team.

Guidance

- Works under broad direction from the Executive Director, and when required support is available from the Executive Team and/or the Chief Executive Officer.
- All decisions are made within legislative guidelines and applicable delegations.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- A relevant tertiary qualification in the Regulatory Compliance field, e.g. Criminal Justice, Law or Business Management, along with proven record of senior management experience and skills in a Regulatory Compliance setting leading a large, diversified team to achieve business objectives and agreed outcomes.
- Highly developed knowledge of the relevant legislation and regulations pertaining to road rules, litter, animals, land use, community amenity, fire, local law and other compliance related issues.
- A sound understanding of the principles associated with community safety, in a local government context.
- Demonstrated ability in providing quality, timely and reliable advice on the interpretation and communication of legislative, legal and technical requirements of Community Amenity across key responsibility areas.
- An understanding of the long-term goals of Council, its values and aspirations and the legal, socio-economic and political context in which it operates.
- Demonstrated ability in maintaining confidentiality and managing sensitive issues and information and sound knowledge of budgeting and relevant accounting and financial procedures is essential to develop, monitor and meet budgets.

Management & Interpersonal skills

The essential position requirements include:

- Lead, motivate and develop all employees in the Community Amenity Department. This includes the ability to foster a teamwork culture and facilitate the professional development of a team including senior team members taking account of organisational and external constraints and opportunities. These should include:
 - Staying abreast of constant legislative change and ensuring that Council not only complies with legislative requirements but sets a leadership example for other Councils in its innovative approaches.
 - Keeping abreast of commercial trends and development requirements and reflect changing community aspirations in the development and application of regulatory frameworks,
- Expertise in planning work and monitoring performance of tertiary qualified employees with extensive experience, ensuring quality controls and balancing operational, service, staffing and strategic functions.
- The incumbent will not only be required to persuade, convince or negotiate with staff, contractors, clients and members of the public but also with tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives of the Community Amenity Department.
- Demonstrated ability leading medium sized teams through Change Management processes championing a Continuous Improvement model.
- Highly effective interpersonal skills to deal with sensitive and confidential internal and Council issues at all organisational levels, incorporating verbal and written communication, presentation, negotiation, problem solving, conceptual thinking and conflict resolution skills.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

