

Position Profile

2798 – Team Leader Animal Education & Control – Customer Response

About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia's most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council's 2021-2025 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees' passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.

Our Vision

Australia's most sustainable region – healthy, smart, creative.

Our Purpose

To serve the community with excellence, respect our past and position the region for the future.

Branch Role

The branch delivers agile and transformative information and technology, enabling council to be a leader in providing innovative and sustainable services to its communities.

Position Focus

Provide leadership and support to the Feral Animal Education and Control team. Adopt effective strategies to implement feral animal education and control projects and programs and ensure there is a team focus providing high performance standards.

Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships

Being our best by continuing to learn, grow, challenge and change

Working as one team across the organisation and with our community

High standards in our conduct, service and governance

Service excellence for our customers and each other

Our Corporate Plan Goals

1. **Our Strong Community** - Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.
2. **Our Environment and Liveability** - Our natural assets, healthy environment and liveability credentials are maintained and enhanced.
3. **Our Resilient Economy** - Our resilient, high-value economy of choice drives business performance, investment and enduring employment.
4. **Our Service Excellence** - Our services are consistent and accessible and provide positive experiences for our customers and value to our community
5. **Our Outstanding Organisation** - Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.

Position Summary

Position title	Team Leader Animal Education & Control		
Position number	70002798		
Reports to	Coordinator Healthy Places		
Position type	Establishment		
Position Classification	Award Based - Queensland Local Government Industry Award (Stream A) – State 2017 – Level 6		
Group	Customer Engagement & Planning Services		
Branch	Customer Response		
Team	Healthy Places		
Employment area	Sunshine Coast	Locations	Caloundra
Team leadership/ supervision	Feral Animal Education and Control Team		
Internal liaison	Councillors, Group Executive, Manager, Coordinator, Team Members and other Council employees		
External liaison	Biosecurity QLD, Workplace Health and Safety QLD, QLD Health, RSPCA, Research bodies, community groups and volunteers, other government and non-government agencies, contractors		
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
Date last reviewed	18 May 2022		

Key Responsibilities

- Liaise effectively, professionally and positively with members of the community, staff, Councillors external consultants, sub-consultants, contractors or suppliers to ensure the timely delivery of projects/programs/services.
- Managing the preparation, implementation and review of feral animal education and control projects and programs, including overseeing the physical, financial and administrative aspects and reporting performance.
- Engage and oversee the management of contract services, including initiation of quality assurance protocols, and principles of project management, to ensure excellence in service, best value for money, and to ensure projects are delivered on time and within scope.
- Fulfil reporting arrangements associated with project milestones, procurement arrangements and budgets, and/or when requested from senior management.
- Maintain an operational outfit comprising fleet, plant and equipment to high standards, and uphold operational capacity, including technical knowledge, skills and experience, through continued involvement and exposure to strategic and high priority response activities, particularly in relation to high risk threats posed to the local economy, biodiversity, and/or community safety and wellbeing, inclusive of a disaster response and recovery capacity.

- Develop and contribute specialist knowledge to strategies, policies, standard operating guidelines, reports, briefings, submissions and discussion papers on current and emerging issues relevant to the feral animal education and control projects and programs.
- Coordinate consultation and community engagement processes relevant to community action and engagement programs using a high level of judgement, problem solving, decision making and communication skills.
- Build the capacity of the community through the development of skills and networks in order for them to effectively manage and operate in a sustainable manner.
- Provide team leadership that will help develop a culture within the team that values people and encourages and supports team work, innovation, openness, participation, learning and development.
- Effectively manage the team's human resources, including change management, mentoring, recruitment, training and professional development for staff.
- Develop, administer and control the team budget, including the monitoring of expenditure throughout the year.
- Manage the oncall roster for feral animal response and provide backup where required.
- Represent council in media opportunities relevant to the feral animal education and control projects and programs in a number of delivery methods. Responsible for the compliant capture and secure use of public records in line with Sunshine Coast Council Records Management Policy during the conduct of daily business.
- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

Key Requirements

Mandatory Requirements / Experience

- This position is prohibited from being employed in or from operating a business as a second job that is associated with feral animal control.
- Must be available for the oncall roster/ out of hours demands relating to feral animal response.
- Current "C" class Drivers Licence
- Bachelor degree related to Natural Resource Management, Environmental Health or tertiary qualifications and/or significant relevant industry experience
- A track record of success in building effective working relationships and implementing business improvement strategies and initiatives.
- Demonstrated team leadership skills including team development and interpersonal and communication skills.
- Ability to develop team members, plans and projects to support the goals and aspirations of the team.
- Demonstrated experience in operational planning, including ability to deliver projects and programs aimed at reducing impacts of declared pest animals within the landscape.
- Demonstrated understanding of pest animal control principles, techniques and best practice, and ability to assist and/or deliver operational requirements where appropriate.
- Demonstrated competency in overseeing the operational use of organisation firearms, including maintenance, storage, registers, training, and auditing requirements.
- Ability to undertake the role of Group Licence Holder as endorsed by council's chief executive officer to manage council's firearms and firearms officers.
- Demonstrated high level organisational and time management skills, including the ability work autonomously and to supervise, direct and coordinate the work of others, prioritise work, initiate measures of quality assurance, and operate within a team environment, with minimum supervision.

- Demonstrated operational experience within a natural resource management, environment or environmental health, with skills in mobilising and handling small plant, equipment and fleet, including management of associated storage facilities.
- Well developed and demonstrated written and verbal communications skills, including report writing, procurement processing, extension and awareness packages, including demonstrated experience in relationship investment and ability to rapidly build rapport with others.
- You must comply with any applicable current or future Qld Government Public Health directive for vaccination requirements.
- Physical agility and the level of fitness, strength and dexterity to carry out labouring and frequent heavy lifting and bending
- Satisfactory completion of a pre-employment medical assessment.

Desirable Requirements / Experience

- Current first aid certificate.
- Proven ability to coordinate and lead a team in the provision of feral animal control contracts and programs.
- Demonstrated experience in information systems design, use and management including experience in the application of spatial systems to planning and asset management
- Procurement management training and/or experience.
- Previous media and communications experience.
- Previous experience with mobile technologies and GIS mapping systems.
- Previous experience in feral animal research projects.
- Previous experience in conducting risk assessments.

Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪
Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪
Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.
