

# Position Description

<b>Position Title</b>	Community Safety Operations Manager
<b>Directorate</b>	Community Development
<b>Business Unit/s</b>	Community Safety
<b>Reports to</b>	Business Unit Manager Community Safety
<b>Classification</b>	Level 9A – Inside Workforce Agreement

## Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 250,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

## Organisational Vision, Mission Statement and Values

### Vision

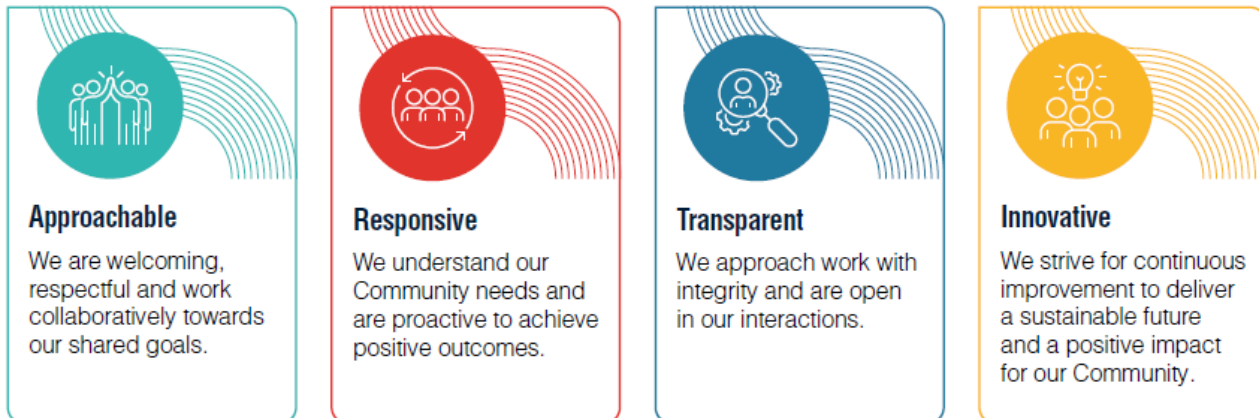
A sustainable City with a local focus.

### Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

### Values

The City of Stirling’s core values are:



## Reporting Relationships

This position reports to Business Unit Manager Community Safety

## Position Overview

- Lead the operations of the Community Safety team, including Ranger and Community Patrol Services, to deliver on the City’s strategic objectives as follows:
  - Our communities - 1.3 Work with the community to create a safer City
- Drive the operations of Community Safety to be sector leading to ensure a progressive and contemporary delivery model to create a safer community
- Deliver visible and responsive Community Safety services that are engaging within the community, intelligence- driven and proactive to the demands of the evolving customer
- Advance collaboration and communication with key agencies across government as the basis for effective Community Safety services that minimise crime and antisocial behaviour.

## Position Objectives

### Leadership

- Operational leadership of the Community Safety Operations Team including the supervision, coaching, training and development of the leaders and wider team members.
- Creates an inclusive learning environment and a positive, professional culture.
- Establishes key performance service metrics and monitors effectiveness against required outcomes.
- Establishes and maintains team accountability, cultural behaviour and high-performance standards, including recognising and rewarding exceptional performance.
- Manage the effective allocation and deployment of resources to ensure services are maintained and objectives delivered.

### Operations

- Ensure operations are conducted in accordance with legislative requirements, WHS systems and the City’s Risk management processes.
- Support the overall management of the City’s Animal Care Facility through the provision of operational team members to ensure service delivery is in line with key performance indicators.
- Maintains a strong awareness and understanding of best practice principles and technology, collaborating internally to support operational teams in the field.

- Work in collaboration within the Business Unit and with external stakeholders to create and maintain a pipeline of intelligence data to the operations team.
- Develops, manages and nurtures a wide range of internal and external stakeholder relationships including representation at internal and external advisory groups and committees to support implementing positive community safety outcomes.
- Provides operational advice on the way the City delivers community safety services, striving to stay ahead of evolving changes to support community safety needs.
- Work with the Service Lead Community Safety Strategy and Support to ensure all operational team members have access to up to date and contemporary operating procedures and guidance material to support the delivery of the service objectives.
- Lead the delivery of a precinct type model in activity centres, entertainment precincts, and other high-risk public places, where community safety is a high priority to be addressed.
- Collaborate internally to support the delivery of projects and successfully deliver initiatives, programs, grants and projects relating to Community Safety.

## Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensures to take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City’s Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City’s Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City’s Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City’s Community Engagement Policy.
- Perform other duties as directed.

## Continuous Improvement

- Proactively generates and implements creative and innovative ideas and solutions.
- Leverages learning’s and root-cause analysis to facilitate continuous improvement and improve internal understanding of customer needs to enhance performance.
- Establishes effective complaint resolution processes and measures effectiveness.

## Selection Criteria

### Qualifications/Education Level

Post Graduate qualifications in business or leadership management, or substantive equivalent work experience and tertiary qualifications.

Essential

Knowledge, Skills, Experience & Abilities		
Strong working knowledge of the role of government and the relevant legislation, standards, and policies.		Essential
Extensive leadership skills with a proven ability to lead by example, align diverse teams to achieve objectives and work collaboratively across the organisation.		Essential
Exceptional interpersonal skills including conflict resolution, negotiation, bargaining and influencing skills.		Essential
Highly developed communication and emotional intelligence skills.		Essential
Demonstrated ability to engage and build effective and productive relationships with external organisations and community stakeholders.		Essential
Ability to build high levels of credibility and to foster trust and cooperation to develop, mentor, build culture and grow a team.		Essential
Negotiation and influencing skills and the capacity to inspire commitment to achieve continuous improvement.		Essential
Ability to work in a high-pressure environment to manage conflicting priorities and deadlines.		Essential
Extensive experience in leading an operational field-based teams to deliver positive community safety outcomes.		Essential
Experience with the application of legislation including the ability to interpret and administer Acts, Regulations and Local Laws.		Essential
Experience in continuous improvement methodology and implementing an improvement mindset within a team.		Essential
Extensive experience in the delivery of contemporary intelligence driven responses that achieve positive community safety outcomes. -		Essential
Knowledge and experience within crime prevention, community policing, or local government in a senior role.		Essential
Other		
National Police Clearance (under 3 months).		Essential
Current Driver's Licence		Essential

Office use only

Position Creation Date	Date	4 April 2026	Officer	Manager Community Safety
Last reviewed/Modified	Date	4 April 2026	Officer	Manager Community Safety