

Role Profile

Role: Team Leader

Division: Environmental Services and Regulation

Classification stream: Professional Officer Level 4 (PO4)

Description

Team Leaders perform a range of tasks depending on the type of team they lead. The Team Leader manages the day-to-day planning, operation and problem-solving required for a team to meet its objectives. Team Leaders are responsible for the day to day supervision of staff within their team and ensuring that the services or deliverables of the team are coordinated, managed and monitored effectively. Team Leaders work closely with the manager of the area to ensure there is effective two way communication and to ensure any issues relating to service delivery or team performance are raised and addressed.

Team Leaders (PO4) are responsible for small teams, often in direct service delivery, and guide others to ensure specific outputs are delivered. They often require high levels of skills to monitor and support team members to deliver services effectively. Team Leaders (PO4) manage the delivery of work agendas as part of a team.

The Team Leader will also be required to provide leadership, advice, direction and approval for their area of technical/professional expertise. Depending on the location and the business unit that the Team Leader works within, they may be required to participate in an on-call (after-hours) incident response roster.

Environmental Services and Regulation (ESR) provides targeted, consistent and transparent regulation that facilitates sustainable development in Queensland. ESR proactively manages and monitors environmental risks through a modern and innovative regulatory framework that includes assessment, compliance, investigation and enforcement programs. ESR also provides extensive frontline services both centrally and regionally.

Team Leaders may be focussed on providing a diverse range of services to support frontline staff within ESR Division and across DES. Team Leaders will have responsibility for key deliverables such as the implementation of DES's Regulatory Strategy, procurement and coordination of training and education needs for DES, delivery of regulatory skills training, environmental impact assessments of major projects and provision of customer support services.

DES has a culture which values results, professional growth, workforce diversity and a healthy balance between work and life commitments. As a DES employee, you will be actively encouraged and supported as an individual in an inclusive environment embracing our differences and applying diverse and inclusive thinking to our business.

DES offers a range of flexible work practices, learning and development opportunities, and study assistance.

DES is committed to the values of the Queensland Public Service: customers first; ideas into action; unleash potential; be courageous; and empower people.

Organisational relationships

Team Leaders work closely with a number of people including:

- reporting to a Manager/Director
- supervising a multidisciplinary team, including the possibility of managing some staff remotely
- regularly interacting, consulting and liaising with:
 - senior officers including executive management
 - technical specialists in other divisions
 - staff in the department

- staff in other departments
- external consultants, interest groups and other non-government stakeholders

Customers

Team Leaders work with internal and external customers such as:

- other divisions within the department
- other State Government Departments
- service providers
- industry, business and community organisation representatives
- members of the public
- local governments.

Engagement is undertaken through attendance at meetings, networks, video and teleconferencing, attendance at workshops, through networks and committees.

Responsibilities

Specific responsibilities of a Team Leader (PO4) are outlined below:

- Day-to-day supervision of multidisciplinary staff to ensure a balance of resources to meet performance measures.
- Monitor and review outputs, processes and procedures.
- Oversee the day-to-day operations of the team.
- Lead and motivate the team to ensure the provision of quality services.
- Provide timely and quality advice to members of the team
- Provide timely and quality advice to managers in relation to the teams business including analysis of emerging needs, trends and service demand.
- Provide advice to the manager on professional development opportunities for self and others.
- Manage work relationships within the team to ensure a cooperative and healthy work environment
- Contribute to the development of the unit budget and planning processes, maintenance and evaluation of policies, procedures and systems needed to ensure the effective delivery of the business.
- Ensure the work health and safety of the team.

Team Leaders will also be responsible for the delivery of initiatives and activities related to their area of expertise. This may include but is not restricted to the following:

- Provide leadership and advice in their specific area of expertise.
- Develop and deliver strategies, projects, initiatives and services.
- Develop and implement policies and strategies guidelines and procedures in consultation with stakeholders.
- Prepare timely and well researched briefings, reports, submissions and correspondence.

In addition, all employees are accountable for complying with health and safety policies and procedures, incident and hazard reporting, and safe work practices and actively participating in relevant training and review of activities such as risk assessments.

All employees, both during and after ceasing work with DES, also have an obligation to actively protect and safeguard confidential, sensitive and proprietary information to prevent the unauthorised disclosure of departmental information.

Capabilities

Each role in DES is comprised of leadership, technical, professional and business capabilities. Together, these capabilities define the requirements needed to effectively perform in the required role.

The capabilities below are the key capabilities required for Team Leader (PO4) positions.

Leadership capabilities

A Team Leader (PO4) requires the **leadership** capabilities outlined below to be appointed to the role:

Vision:	<ol style="list-style-type: none"> 1. Understands how team's work aligns to organisational objectives 2. Manages ambiguity 3. Implements change 4. Understands customers' perspectives and works across boundaries 5. Drives continuous improvement
Results:	<ol style="list-style-type: none"> 6. Manages team performance 7. Manages internal and external relationships 8. Builds team capability 9. Inspires individual and team commitment in the pursuit of results
Accountability:	<ol style="list-style-type: none"> 10. Models professional and ethical behaviour 11. Displays rigour in advice 12. Applies business management skills 13. Commits to personal development

Technical capabilities

A Team Leader (PO4) will require the following **essential** *technical* capabilities to work effectively in the role:

- Coaching
- Communicating with influence
- Conflict management
- Data interpretation, analysis and presentation
- High-level written communication including the preparation of complex, sensitive materials.
- Problem solving
- Research and analysis
- Stakeholder engagement and partnering
- Intermediate project management
- Contract management

You may also require **specialist** technical capabilities in one or more of the following areas:

- Learning and development strategy
- Delivery of customer service strategies

Professional capabilities

A University degree (undergraduate and/or postgraduate) from a recognised tertiary institution in environmental management; chemical, forensic, physical, geological, hydrological, environmental, applied and biological sciences; environmental engineering. Other closely related disciplines may be considered

Business capabilities

Team Leaders may have formal financial and human resource delegations and it is advantageous for them to have an understanding of:

- Organisational structure, the functions and business of the departments and departments' divisions
- Corporate governance framework
- Performance and development planning
- Recruitment and selection processes and procedures
- Procurement processes and procedures
- Financial processes and procedures (training provided by department)
- Department's Ministerial and Executive correspondence system (training provided by department)
- Financial delegations

On appointment the department will provide Team Leaders with mandatory training in order for them to safely and effectively carry out their responsibilities. They will also have opportunities to participate in a range of learning and development options to develop their skills and career options.

Qualifications

To be appointed to a Team Leader role in the professional officer stream, candidates must have a university degree (undergraduate and/or postgraduate) from a recognised tertiary institution in environmental management; chemical, forensic, physical, geological, hydrological, environmental, applied and biological sciences;

environmental engineering. Other closely related disciplines may be considered. It is also expected that candidates will have experience in their area of expertise.

Licences

Team Leaders are required to have an unrestricted driver's licence and be prepared to obtain a manual licence if they do not already have one.

Employment Screening

Employment screening processes may occur when applying for this role. A discipline check for applicants who are working or have previously worked in the public sector may be undertaken.

All applicants to roles in DES are required to declare in writing any criminal history as part of their application process.

Please note that the possession of a criminal record will not automatically exclude an applicant as the nature of the circumstances of any offence/s is taken into consideration.

Career pathways

Career options for Team Leaders (PO4) included:

- **Team Leader (PO4)**
- Team Leader (AO7)
- Manager (AO8)
- Program Manager (AO8)
- Director (SO)
- Executive Director (SES)

Team Leaders may also have opportunities to move into policy, planning or project officer roles dependent on their areas of expertise.

Entry into any Team Leader role can be achieved by applying for advertised vacancies via the Queensland Government Job board (SmartJobs).

All departmental staff have access to 'Expressions of Interest' notices. The 'Expressions of Interest' notices promote temporary opportunities available to staff as development opportunities across the department.

Salary and entitlements

- For details on the salary range visit [Salary Schedule](#)
- For details on the minimum terms and conditions of employment please see the [Employment Information Statement](#).
- Employees have access to a range of entitlements and benefits including:
 - Four weeks annual leave
 - annual salary increases (increments) based on performance within the current classification
 - flexible work practices
 - salary packaging
 - superannuation
- Employees based in offices in areas of south-west, central-west and north Queensland accrue an additional week of annual leave each year (a total of 25 days) and are paid a 14% leave loading in December each year; please see the map below for details.
- Where weekend work is a part of the role, a roster system is in place. Weekend penalty rates are also available to employees where relevant.
- Personal Protective Equipment (PPE) required to safely undertake the responsibilities of the role will also be provided on appointment.
- Employees may also be eligible for a locality allowance dependant on their regional location; eligible locations include Charleville, Cairns, Emerald, Gladstone, Rockhampton and Roma.

For further information on benefits and conditions offered by the Department of Environment and Science (DES) visit [Working for DES](#).



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