



Position Profile

Director Community and Business

Responsible to: General Manager
Department: Community and Business
Classification: NSW Local Government (State) Award Band 4 Level 3

Award Classification:

Direct reports: Facilities and Community Development Manager
Building Surveyor
Family Day Care Supervisor
Executive Assistant (shared)
Total team = 15-20

Key Relationships:

Internal: Executive team members
Elected body
Employees of the organisation

External: Local community, groups and committees
Business groups
REROC/Joint Regional Organisation of Councils
Government Agencies

Purpose of Role:

The Director of Community and Business works with the senior leadership team and elected Council to deliver services to the community of Junee, with specific responsibility for Operational delivery of community, cultural, recreational, business and regulatory facilities and services to support and enrich the experience of living in and doing business in the Junee Shire Council region.

Contribution to the Business:

- Strategically and operationally, the Director of Community and Business manages Council's delivery of community and business services and programs; and ensures they are operationally effective, aligned to current and future community need and meet regulatory, compliance and sustainability requirements. This includes:
- Community-focused leadership, advocating for and championing community and stakeholder relationships for the betterment of Junee.
- Operational management of Council facilities, events and services for the general community.
- Planning and management of Council and community assets including environmental, heritage and land use planning and controls; building inspections and licenses.
- Delivery of customer services, information and regulatory requirements for the general and business community including public health, food and animal control.

Key Responsibilities:

1. Strategic Leadership and Planning

The **Director Community and Business's** expertise and guidance is critical in:

- Operational delivery of cultural, recreational and business facilities and services to support and enrich the experience of living in and doing business in the Junee Shire Council region.
- Land use planning, environmental stewardship and business and regulatory functions are delivered and managed in accordance with regulatory responsibilities and in balance with public interest and community needs and expectations.

1.1. Executive Team Membership

The Executive Team consists of the General Manager and Directors; who provide leadership and strategic management to the organisation.

The executive team ensures that:

- decisions of Council (the elected body) are carried out expeditiously.
- the provision and delivery of direct services to the community is effective, aligned to real community needs and contributes directly to community strength, wellbeing and resilience.
- financial strategies are developed and adopted that provide options and set priorities for service delivery.
- strategic relationships with stakeholders are managed and maintained.
- Council's interests are maintained while respecting the principals of governance and probity in the broader system of government.

Specific responsibilities within the Executive Team:

1. The **Director Community and Business** provides expertise and advice to the Executive team and elected Council on matters relating to the delivery of Council community and business services, facilities management and administration of regulatory obligations to effectively support and inform strategic decision-making.

1.2. Integrated Planning and Reporting (IPR)

The Executive Team will participate proactively to implement and deliver the IPR framework across all levels of the organisation and staff and through to the community.

The **Director Community and Business** has a role in preparing and applying Integrated Planning and Reporting (IPR) framework obligations and has leadership responsibility for the following components:

- Local Environmental Plan
- Buildings Asset Management Plan
- Strategic Land Use Plans

1.3. Managing organisational and team performance

The **Director Community and Business** works with the Executive and leadership teams to develop and deliver peak organisational and team performance.

- Establish and maintain systems and reporting that enable effective **measurement and evaluation** of organisational performance against agreed criteria; and strategic and operational plans
- Promote and lead a **workplace culture** that supports, motivates and coaches individuals and teams to achieve best results.
- Support and facilitate effective teamwork across the organisation.
- **Manage the performance** of direct reports in accordance with organisation systems.

2. Operational Responsibility – Community and Business Department

*The **Director of Community and Business** is responsible for operational management of Council facilities, events and services to the community; for customer services regulatory and compliance information including town planning and building; and communications and relationships with community and business stakeholders.*

Specific areas of responsibility include:

2.1. Community facilities

Lead the delivery of cultural, recreational and community facilities for the benefit and enjoyment of the general community.

Oversee the operational management of Council facilities and services including:

- Junee Junction Recreation & Aquatic Centre
- Library
- Athenium Theatre
- Broadway museum
- Family Day Care
- Visitor information centre
- Caravan Park
- Public halls and Council buildings
- Public conveniences maintenance and cleaning

2.2. Development and Planning:

- Manage land use planning
- Strategic and statutory land use planning and controls
- Heritage Conservation
- Building Inspections and Licensing

2.3. Regulatory Services & Enterprise Risk Management

The Director will satisfy all necessary obligations detailed in legislation within the area of their control; and advise and support other internal stakeholders to meet their obligations as needed.

Primary Responsibilities:

- **Town Planning and Building Control**
- **Environmental Protection**
- **Public Health and Food**
- **Risk Management & Insurance:** assess and implement appropriate risk management to ensure it forms part of organisational culture and operational activity; with specific responsibility for Council-organised festivals and events, allocated projects and

contractor insurance.

- **Animal control:** Administration of the Companion Animals Act.

2.4. Customer services, information and regulatory services delivery

Oversee the delivery of information and customer services on behalf of Council and other agencies; and administer regulatory requirements as they apply to the general and business community:

- Development and Planning
- Ranger/animal control/impoundment
- Inspections & Licencing
- Leases and licences
- Public health & Food
- Environmental
- Council public buildings

2.5. Other community services

- Oversee planning and delivery of activities to meet the needs of specific identified sectors of the community, such as local youth, older residents and visitors; through community, recreational and cultural services, festivals and events.
- Oversee Council planning and delivery of information, communications, marketing materials and content to keep the community informed on matters and events of community interest; utilising a range of channels and media.

2.6. Environmental Management and Planning:

Prepare the Local Environmental Plan (integrated Planning and Reporting Framework)

Environmental management, protection and compliance for:

- Contaminated lands
- Noise and pollution
- Onsite sewerage management systems (Septic Tanks)
- Junee Wetlands

2.7. Asset Management:

- Prepare and maintain the Public Buildings Asset plan

2.8. People Leadership

Lead the Community and Business team performance including:

- Manage and develop **team** performance through appropriate day to day leadership, planning and communication processes while maintaining focus on the organisation's strategic goals.
- Manage and develop performance of **individual direct reports** through regular one-on-one meetings, coaching, agreement on KPIs and targets.
- Oversee training, personal and professional development of team to enable goal achievement.
- Manage teamwork, satisfaction and engagement.
- Recruit, train and develop new team members as appropriate.

3. External Relationships and Collaboration

Develop and improve effective relationships/partnerships with internal and external stakeholders of the organisation to benefit the Junee Community and satisfy the components of strategic and operational plans.

- **Regional alliances, partnerships and projects** – foster, contribute to and support these arrangements as Council’s representative as allocated, including:
 - Regional Economic development networks
 - Regional tourism bodies
- **Riverina Regional Organisation of Council (REROC)** - Contribute to Council’s participation in REROC activities, subcommittees and working groups directly and indirectly as allocated. Specific responsibilities include:
 - Community Planning and Cultural Working Group
 - Youth and Community Development Network
 - RJO Planning working Party
 - RJO Planning Technical Group

4. Performance Plan:

An Annual Performance Plan will be signed with the position holder. Further specific duties and responsibilities may be agreed upon between the General Manager and the Director following their appointment.

In the first 12 months, the incumbent will be expected to deliver outcomes across the following projects:

1. **Customer Service Review:** Review Council’s culture and practices with regards to customer service and present recommendations for improvement.
2. **Residential Land Strategy implementation:** Implement recommendations of the recent review of the residential land strategy.
3. **Community Consultation Plan:** Prepare for endorsement the Community Consultation Plan for input to the preparation of the 10 year Community Strategic Plan (by December 2016).
4. **Implement the Community Consultation Plan** (completed by August 2017)
5. **Village Progress Plans:** Lead the development of a Village Progress Plan for Old Junee, Bethungra and Illabo in conjunction with the local community.

Work Health & Safety:

As an authorised 'Officer of the Corporation' (WHS Act 2011)

- You must exercise due diligence to ensure that the person conducting the business or undertaking complies with their duty or obligation.
- **“due diligence”** includes taking reasonable steps:
 - to acquire and keep up-to-date knowledge of work health and safety matters, and
 - to gain an understanding of the nature of the operations of the business or undertaking and of the hazards and risks associated with those operations, and
 - to ensure that the person conducting the business or undertaking has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking, and
 - to ensure that the person conducting the business or undertaking has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information, and
 - to ensure that the person conducting the business or undertaking has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under the Work Health & Safety Act 2011 (Act), and
 - reporting notifiable incidents,
 - consulting with workers,
 - ensuring compliance with notices issued under this Act,
 - ensuring the provision of training and instruction to workers about work health and safety,
 - ensuring that health and safety representatives receive their entitlements to training.

As a Worker

While at work, a worker must:

- take reasonable care for his or her own health and safety, and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Qualifications and Experience:

The successful applicant will be an innovative leader with the capacity to lead:

1. the delivery of *cultural, recreational and community facilities and services*;
2. *Land use, environmental and other development and planning of local natural and building assets.*

This will require significant experience in ONE of these fields and the capacity to quickly ‘come up to speed’ and make strategic decisions in a complex context in the other.

Knowledge and Experience:

- Experienced at a senior management level in Local Government; or equivalent executive management experience in a similar role.
- Demonstrated track record of achievement in a leadership role/s.
- Practical understanding of the regulatory role of local government in Town Planning and Building Control.
- Exposure to the Integrated Planning and Reporting Framework is highly desirable.
- Contemporary understanding and experience of the role and impact of community development work.
- Demonstrated experience in delivering outcomes through effective strategic and operational relationships with internal and external stakeholders, *such as* community and business groups, all levels of government and elected representatives.

Skills

- Analytical and strategic planning capabilities.
- Effective people skills – leading teams, influencing, negotiation and conflict resolution.
- Effective communication skills – articulate, persuasive and concise, in verbal, written and presentation contexts.
- Contemporary understanding and capability in information and communications technologies.

Technical:

- Relevant tertiary qualifications. These may focus on *development* (eg Economic or Community Development); Or Town Planning or Building Surveying.
- Current driver’s license.
- Australian Citizen.

Desirable but not essential:

- Relevant post graduate qualifications

CERTIFICATION AND ACKNOWLEDGMENT OF THE POSITION AS DESCRIBED	
<p>_____</p> <p style="text-align: center;">Name of General Manager/Director</p>	<p>_____</p> <p style="text-align: center;">Name of Incumbent</p>
<p>_____</p> <p style="text-align: center;">Signature of General Manager/ Director</p>	<p>_____</p> <p style="text-align: center;">Signature of Incumbent</p>
<p>_____</p> <p style="text-align: center;">Date</p>	<p>_____</p> <p style="text-align: center;">Date</p>