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| **Position Title** | Director Community & Environmental Services |
| **Reports To** | Chief Executive Officer |
| **Immediate Reports** | Planning & Development Officer |
|  | Environmental Health Officer |
|  | Compliance Officers |
|  | Librarian |
|  | Tourism Development Officer |
|  | Community & Business Development Officer |
|  | Business Development Officer (MDB) |
|  | Administration Officer - PDE |
| **Principal Location** | 118 Victoria Street, St George |
| **Employment Basis** | Contract |

**PURPOSE OF THE POSITION**

The **Director Community & Environmental Services** is responsible for A <

**ORGANISATIONAL VALUES**



**EMPLOYEE VALUES**



Council has also endorsed the following employee values which were created in consultation with all employees to represent how employees want to be characterised at work:

* ***Honesty*** - being truthful with the decisions we make and actions we take everyday
* ***Ethics*** - both our moral and professional standards
* ***Accountability*** - behaving fairly and respectfully towards others, regardless of their role
* ***Respect*** - treat others how I want to be treated
* ***Teamwork*** - participate and cooperate with my team and other teams

**KEY CRITICAL PROCESS RESPONSIBILITIES**

Departmental Strategy & Planning Management

*Visionary and inspirational leadership*

*Innovation in products and services*

*Customer service and satisfaction*

*Effective business planning processes*

*Productivity and reduced operating costs*

*Engaging teams in the process of improvement*

*Staff satisfaction*

*Decision-making capabilities*

*Capacity to manage change*

**ORGANISATIONAL STRUCTURE**

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|  |  |  |  |  |  |  |  |  |  |  |  | Director Infrastructure Services |  |  | Infrastructure and Operational employees |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  | Director Corporate & Financial Services |  |  | CFS Department employees |  |  |  |
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|  | Chief Executive Officer |  |  | Director Community & Env Services |  |  | Planning & Development Officer |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  | Investment Attraction Officer |  |  | Environmental Health Officer |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  | Communications Officer |  |  | Compliance Officers |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  | Executive Assistant |  |  | Librarian |  |  | Library Assistants |
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|  |  |  |  |  |  |  |  |  |  |  |  | Manager Rural Services |  |  | Tourism Development Officer |  |  | Tourism Services Officers |
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**EXTENT OF AUTHORITY / DELEGATION**

Works independently, as well as in a team, within both broad and specific guidelines and objectives provided by the Chief Executive Officer. This position has delegated purchasing authority in accordance with Council’s Delegation Register.

**KEY RESPONSIBILITIES**

***Community & Environmental Services Management***

* Lead, control, coordinate and manage staff and functions of the Community & Environmental Services department:
	+ environmental health
	+ public health
	+ planning and development compliance
	+ building compliance
	+ domestic animal control and compliance
	+ visitor services and tourism
	+ library services
	+ business and community development
	+ arts and cultural development
* Ensure key strategic outcomes identified in the Balonne Shire Economic Development Plan are achieved
* Develop and support relationships with the community, external stakeholders, business and other local governments and tiers of government to promote the economic sustainability of the Balonne Shire
* Ensure the department monitors existing and projected community characteristics, in order to analyse and predict service needs in the area of community development and customer service
* Promote innovative solutions to community development and implement in collaboration with community stakeholders and networks including government and private agencies
* Ensure the provision of planning services, including the application of the Planning Scheme
* Coordinate the certification of building works
* Ensure the provision of public services including environmental health and urban animal control
* Actively contribute to the Executive Management Team
* Perform other duties within your capabilities as directed

***Departmental Corporate Management***

* Provide strategic leadership, project and performance management and direction to the Community & Environmental Sustainability department to ensure the effective delivery of policy, planning and service functions on behalf of Council and the community
* Initiate, develop, implement and continually improve sound business practices for the department, supported by sustainable financial practices for the long term benefit of the community and the organisation
* Research, develop and implement department-wide strategies, policies and procedures that provide the department with an operating environment that reflects integrity and consistency in actions and decisions
* Ensure that expert and timely financial advice is provided to Council and employees as required in accordance with Council and statutory requirements
* Represent the Chief Executive Officer and Council in discussions and negotiations with Federal and State agencies, other local authorities, private sector proponents and other stakeholders in relation to issues pertaining the department
* Prepare timely and well-researched advice, briefings, reports, submissions and correspondence to the Chief Executive Officer and Council on key issues
* Develop and implement a strategic model for the identification, assessment and management of risks to the operations of the department
* Provide executive management for the prioritisation of major projects and encourage continuous improvement, innovation, initiative and best practice approaches in the department
* Perform other duties within your capabilities as directed

***Communication & Interpersonal***

* Effectively communicate with different levels of the organisation and external stakeholders
* Apply both formal and informal communication strategies to suit the needs of the stakeholder
* Service delivery or interaction with the customer is focused on resolving immediate problems and mitigating the risk of potential problems
* Adopt a management style that encourages continuous review of service culture and the implementation of policies and practices valued by customers
* Adopt a leadership style that rewards a culture of service excellence, problem resolution and innovation
* Project and promote the image of Council as being efficient, courteous and customer focused by open, honest and timely communication with stakeholders
* Comply with Council’s Code of Conduct

***Organisational Continuous Improvement & Quality Management***

* Willingness and ability to adapt to challenge and opportunities:
	+ changing workforce capabilities through multiskilling, succession planning, knowledge management
	+ changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
* Willingness and ability to set the example and live the values
* Willingness and ability to advocate a positive and constructive organisational culture
* Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
* Willingness and ability to integrate the competing demands of work, home, community and self

***Staff Management***

* Provide leadership and strategic direction to direct report employees
* Mentor and develop direct report employees to encourage high standards of professionalism, performance, integrity and ethical conduct
* Proactively monitor team performance and implement performance management strategies as required in consultation with the HR department
* In consultation with the HR department, encourage direct report employees to maintain their professional development and industry currency through appropriate and relevant training courses, conferences and/or further education
* Liaise with the HR department on recruitment requirements
* Model high levels of professionalism and leadership
* Build positive relationships through the various level of Council, both politically and operationally

***Administration***

* Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the Chief Executive Officer circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
* Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
* Ensure that Council Policies and manuals are fully understood and adhered to
* Keep the Chief Executive Officer appropriately and adequately informed on the current state of activities and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
* Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

***Risk Management***

* + Be responsible for applying WHS to daily tasks performed in the workplace including completion of risk assessments
* Complete all required WHS forms within timeframes established
* Utilise all personal protective equipment where supplied for your personal protection
* Report all matters beyond your authority promptly
* Take all practical measures to ensure that your workplace is safe and without risk to health or property

**INHERENT REQUIREMENTS**

* Ability to use numeracy, and effective written and verbal communication skills
* Ability to produce professional standard documents within set time-frames
* Ability to work as part of a team
* Ability to resolve interpersonal conflict
* Ability to maintain confidentiality
* Ability to manage time, planning and organising own work effectively within set time-frames
* Ability to manage others

**CORPORATE RESPONSIBILITIES**

All employees are bound by the Queensland *Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Council Code of Conduct and relevant policies, procedures and protocols as may be applicable.

**EVALUATED POSITION ASSESSMENT**

|  |  |
| --- | --- |
| Impact on Accountability | *Primary - controlling impact on end results, where contributing inputs are secondary; line accountability for key areas, not shared with others.* |
| Knowledge | *Mastery of a professional or administrative field to apply experimental theories and new developments to problems not susceptible to treatment by accepted methods.* |
| Complexity | *The work consists of broad functions and processes of a professional field; assignments are characterised by breadth and intensity of effort and involve several phases pursued concurrently or sequentially; decisions regarding what needs to be done include largely undefined issues and elements requiring extensive probing and analysis to determine the nature and scope of problems; work requires continuing efforts to establish concepts, theories or programs, or to resolve unyielding problems.* |
| Supervisory Controls | *The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions; the employee has responsibility for independently planning, designing and carrying out programs, projects, studies or other work; results of the work are considered technically authoritative and are normally accepted without significant change; if the work should be reviewed, the review concerns such matters as fulfilment of program objectives, effect of advice and influence on the overall program, or the contribution to the advancement of technology; recommendations for new projects and alteration of objectives usually are evaluated for such considerations as availability of funds and other resources, broad program goals or national priorities.*  |
| Scope and Effect | *The work involves isolating and defining unknown conditions, resolving critical problems or developing new theories; the work product or service affects the work of other experts, the development of major aspects of administrative programs, or the well-being of substantial numbers of people.* |
| Guidelines | *Guidelines are broadly stated and non-specific eg broad policy statements and basic legislation that require extensive interpretation; the employee must use judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work; frequently, the employee is recognised as a technical authority in the development and interpretation of guidelines.* |
| Purpose of Contacts | *The purpose is to justify, defend, negotiate or settle matters involving significant or controversial issues; the work usually involves active participation in conferences, meetings, hearings or presentations involving problems or issues of consideration consequence or importance; the persons contacted typically have diverse viewpoints, goals or objectives requiring the employee to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise or developing suitable alternatives.* |

**QUALIFICATIONS, KNOWLEDGE & EXPERIENCE**

* Appropriate tertiary qualifications, Masters Business Administration would be an advantage
* Extensive experience in an executive leadership role in a diverse and dynamic organisation with a strong record of achievement
* Extensive knowledge of and demonstrated experience with contemporary economic and community development, planning and sustainability practices
* Current C Class open drivers licence
* Demonstrable ability to lead and influence people and organisational culture
* Demonstrable ability to lead organisational change
* Highly developed communication and interpersonal skills
* Demonstrable staff management skills, with exposure to performance management and planning
* Demonstrable analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions
* Demonstrable ability to meet demanding deadlines and deliver high quality outcomes
* Sound computer skills, including proficiency using the Microsoft Office suite; experience with Practical Computer Services and TRIM would be advantageous

**SELECTION CRITERIA**

**Essential**

1. Relevant qualifications and experience
2. Ability to contribute to strategic thinking
3. Ability to develop and implement solutions to issues, and achieve results
4. Ability to support productive working relationships and lead teams
5. Personal drive and integrity
6. Ability to communicate with influence
7. Organisational skills and attention to detail
8. Current C Class open drivers licence

**Desirable**

1. Experience in a local authority
2. Masters Business Administration

This attachment sets out the type of information we are looking for against each of the selection criteria listed above. You will see that under each selection criteria there is a list of bullet points which provides guidance on the types of things that are considered relevant against the criterion. Please note that you are not limited to the dot points provided and that you are not expected to address each dot point - they provide additional guidance only…

**Ability to contribute to strategic thinking**

* + - actively support the goals and direction of the organisation
		- clearly communicate goals and objectives to staff, colleagues, clients and/or stakeholders
		- use your understanding of the work environment and objectives to consider how your work will impact on others
		- draw on information, experience and common sense
		- maintain an awareness of the organisation and keep yourself and others well informed on work issues
		- undertake objective systematic analysis and draw accurate conclusions based on evidence
		- identify problems and work to resolve them

**Ability to develop and implement solutions to issues, and achieve results**

* + - establish clear plans and timeframes for project implementation
		- identify and use resources wisely
		- build and apply your own professional expertise
		- adapt to, support and manage change
		- take responsibility for managing projects to achieve results
		- identify opportunities for improvement
		- deliver outputs under challenging circumstances

**Ability to support productive working relationships and lead teams**

* + - build and sustain positive relationships with team members, stakeholders and clients to produce effective outcomes
		- anticipate and cater to client and stakeholder needs and expectations
		- consult and share information
		- value individual differences and diversity
		- provide, seek and value constructive and regular feedback
		- guide and support the development and contribution of others by identifying and providing learning opportunities
		- identify the cause of and deal with underperformance proactively and constructively

**Show personal drive and integrity**

* + - apply and promote Balonne Shire Council values and Code of Conduct
		- comply with legislative, policy and regulatory frameworks and foster this in others
		- committed, active and focused on work outcomes, even in uncertain or difficult circumstances
		- show initiative and innovation in a changing environment and assist others to understand and cope with change
		- acknowledge mistakes and learn from them
		- ensure a positive working environment and balanced workload while working within agreed deadlines
		- seek and recommend development opportunities based on capabilities

**Ability to communicate with influence**

* + - communicate in “plain English” and deliver messages clearly and concisely to individuals or groups
		- lead and encourage discussion to share ideas, clarify and confirm understanding and appreciate diverse views
		- convey ideas, concepts and arguments successfully to individuals or groups
		- show judgment, understanding and skill in negotiating and working to resolve conflict
		- influence others by presenting credible and persuasive views
		- actively listen, consider and work to reconcile differing ideas and views
		- ensure information given is accurate, timely and unambiguous
		- select the most appropriate medium for conveying information