

Position Description

CORPORATE INFORMATION

Position title	Manager - Community Enhancement		
Directorate	Corporate Financial Services	Branch/Section/Unit	Community Enhancement
Position number	1602	Level	Contract
Non Award	Common Law Contract/Queensland Employment Standards		
Line Manager	Director - Corporate Financial Services		
Direct reports	Staff from the following functions: Library Services Customer Services Arts, Culture, Events and Venue Support Community Development and Partnerships Kilkivan Branch Office		
Indirect Reports	Approx 50		

SCOPE OF POSITION

This role provides oversight for a range of functions, and as such is responsible and accountable for the leadership, management, and balance of both strategic and operational delivery within the ambit of this role. This role reports to an Executive Management Team member, and must demonstrate behaviours that are in alignment with council values and transparency in the way work is performed and delivered.

Position Summary

To facilitate the delivery of the community interface for customer service, community programs, services and events, which support and enhance the physical and cultural diversity across our geographic region, and ensure services are managed in a professional and timely manner.

Key Responsibilities of the Role

- Lead the functional areas of Customer Services, Library Services, Art Gallery, Arts and Cultural Development, Venues and Events, Technical and Production Services and Community Partnerships and Development.

- Develop, implement and monitor the implementation of strategic outcomes for the various service delivery units of the branch.
- Build and maintain productive internal and external stakeholder relationships through consultative processes that contribute to the effective achievement of strategic, community, corporate and business plan outcomes.
- Identify opportunities for integrated planning and service delivery within council and with other agencies.
- Develop and strengthen opportunities for community cultural capacity building within the region.
- Facilitate the development and delivery of community events and activities that promote and support the liveability of the region.
- Ensure that Branch programs are regularly monitored for quality, economy and efficiency, and that the Branch's custodial assets in all their forms are strategically managed to support the ongoing provision of sustainable and innovative services to council and its community.
- Meet KPIs for position, including management of budget.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.
- Positive Notice Blue Card – Working with Children.

Desirable Licence/Competency (Ticket) Requirements

Nil

Essential Knowledge/Skills/Qualifications Criteria

- Bachelor Degree or higher qualification in a relevant field. At least five years of relevant experience may substitute for the formal qualification.
- Demonstrated record in managing multi-disciplinary teams and staff performance management.
- Demonstrated high level communication (interpersonal, oral and written) skills with a proven ability to effectively consult, negotiate and resolve conflict in order to influence or enable change while building and maintaining positive relationships.
- Demonstrated ability to foster a positive workplace culture, while developing individuals and maximising performance through effective individual and team management.
- Demonstrated record of achievement in managing cultural, structural and procedural change in a large complex organisation.
- Demonstrated record of articulating and driving the implementation of strategies that align with organisational vision and purpose, including the ability to develop and manage strategic systems and processes.

- Well-developed research, analytical and problem solving skills.
- Demonstrated record of exercising sound business acumen in corporate governance areas including financial and contract management, project management, risk management and benefits realisation.

Desirable Knowledge/Skills/Qualifications Criteria

- Post graduate qualifications in a related discipline.

Special Requirements

- Occasional out of hours work (including weekends).
- Regular local travel.
- Respond to Emergency/Disaster events in accordance with council's Emergency Management plans and systems.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying council policies and procedures in every day work activities to assist council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Position Description



Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with council's Recordkeeping Policy.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable – we take responsibility for our actions. We will be accessible and fair.

Consistent – our actions will reflect council's guidelines and practices at all times.

Appreciative – we value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative – we will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful – we treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.