

Position Description

Title: Manager Commercial Business	Classification: Band 4
Department: Corporate	Reports to: Director Corporate
Tenure: Permanent	FTE: 1

Context

The Manager Commercial Business operates in a context that is subject to constant regulatory, economic and social change. In particular, changing customer requirements and economic fluctuations and shifts in a changing regulatory environment are key contributing trends to be addressed over time through the work of Council and this role.

Working within the Corporate Directorate, the role incumbent needs to form constructive and productive relationships within and outside the Commercial Business team, including other Managers, Directors and the General Manager, to make sure that commercial business opportunities and concerns are raised at the right time for sound decision-making by Council.

This role is part of the Manager group and the incumbent is expected to contribute openly and constructively as part of a member of the leadership team of Council.

Role Purpose:

To lead the Commercial Business team by creating the conditions for efficient, effective and coherent commercial business services for its customers.

Key Accountabilities:

1. Design and deliver the following services in accordance with Council's corporate planning framework:
 - Commercial Asset Management service by maintaining and managing Council's major commercial assets to a standard that maximises business performance.
 - Establish the business metrics against which each of the Council's commercial businesses will be assessed and reported
 - Manage the Council's commercial businesses to the metrics agreed by Council. The businesses currently include, but are not limited to:
 - Waste and recycling centres
 - Saleyards
 - Caravan parks
 - Airport
 - Swimming pools

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2. Ensure Kempsey Shire Council consistently provides high-quality and responsive Commercial Business services by:
 - Constantly reviewing and making changes to services against identified and changing needs of the organisation and the community
 - Promote sustainable economic development in the Kempsey Shire Council region by developing and implementing strategies that improve the standards and economic health of the community that facilitate attraction, retention and expansion.
 - Market and develop tourism products and services to maximise the economic benefits to the Kempsey Shire Council region.
 - Deliver fleet management and maintenance functions in accordance with policies and standards whilst achieving best value for money
 - Providing efficient and effective Stores processes in accordance with organisational policies.
 - Providing safe, efficient and effective facilities management services.
 - Designing, implementing and managing policies and processes that support the consistent delivery of high quality and effective commercial business services that are positive and customer-focused
 - Utilise feasibility and post feasibility studies that present potential economic opportunities for Kempsey Shire Council.
 - Research options with cost-benefit analysis of the five primary Council businesses: waste and recycling, saleyards, caravan parks, airport, and swimming pools.
 - Under Budgetary Management, provide progressive profit/loss reports and five year maintenance programs with costings
 - Align commercial operations or business units to Council's corporate goals.
 - Develop pricing strategies to ensure delivery of committed customer service levels and outcomes.
 - Build effective relationships and partnerships across stakeholder groups including regional and industry skills to ensure revenue and billing is equitable and sustainable with the aim to reduce cost to serve our customers.
 - Deliver a customer engagement framework which allows effective communication to all the stakeholders.
 - Achievement of annually agreed capital and business project KPIs.
 3. Support Kempsey Shire Council as a high-performance organisation by:
 - Ensuring that all staff have clearly defined responsibilities, objectives and performance criteria covering their positions.
 - Implementing and managing individual performance that flows from organisational goals and priorities.
 - Identifying technical and leadership needs and developing solutions to mediate organisational gaps.
 - Contributing to Council's strategic and corporate planning for meeting the community's needs now and into the future.
 - Actively participating in a regular performance review consistent with Council's Performance Development System and relevant Staff Policies.
 4. Support leaders across Council to appropriately apply Commercial Business policies, practices and standards by:
 - Consistently communicating the value, benefits and opportunities created by the work of the Commercial Business team.
 - Monitoring, reviewing and recommending improvements to processes and policies based on the needs of internal and external customers as well as legislation.

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5. Provide leadership and management to the Commercial Business group through:
 - Mentoring, support and development of the direct reports within the Group.
 - Monitoring and managing of the teams' performance within the Group.
 - Leading the group to achieve Commercial Business objectives.
 - Effective budgetary management.
 6. Perform other reasonable duties as directed by the Director Corporate or their delegate.

Supervision Received:

This role reports to the Director Corporate.

Supervision Exercised:

The following roles report to the Manager Commercial Business:

- Business Assets Officer
- Team Leader Facilities
- Waste Strategy and Education Officer
- Team Leader Economic Development and Tourism
- Team Leader Fleet Workshop
- Storeman

Role Authorisation:

Date

Role Acceptance and Accountabilities:

The work of the role has been discussed and explained to me and I expect to be held to account for work performed in accordance with this role.

.....(Role Incumbent's Signature) Date