

## Manager Capability Areas

Kempsey Shire Council

Capability Areas	Managers
1. Anticipating and responding to customer needs and expectations	Constantly listening and acting on feedback; reviewing and improving services and systems within area of accountability in order that the services (and service models) and systems are designed from the perspective of the customer and are aligned to changing customer needs and expectations
2. Leading positive change	Being open to change personally, learning from disruptive change in other sectors and not being beholden to conventional thinking; being able to communicate the reasons for change, following through on changes despite resistance, communicating the benefits and outcomes of change to the team on a consistent and persistent basis
3. Positive leadership behaviour	Embodying high quality leadership practice that exemplifies the organisation's vision and values, including articulating clear expectations, providing timely positive and constructive feedback to direct reports, and acting in a way that is wholly consistent with a new desired cultural state through the effective and judicious use of systems, symbols and behaviour
4. Maintaining and supporting corporate systems	Consistently and persistently using and supporting – and being seen to be using and supporting – authorised systems including performance planning and management, customer service and knowledge management systems, asset management system, information technology and business systems, administrative services and systems
5. Disciplined management practice	Consistently and persistently practicing – and being seen to be practicing – organisationally compliant and effective management practice in relation to: risk management, project management, procurement, financial planning and reporting, work health and safety
6. Corporate planning and reporting	Constantly monitoring personal and team accountabilities, providing input into ongoing corporate planning adjustment processes and contributing fully to future planning processes. Participating in corporate planning and resourcing processes to support the achievement of the organisation's objectives; as well as reporting on activities and outputs as part of the corporate reporting framework
7. Continuous improvement and innovation	Creating and maintaining an environment in which it is safe to raise improvement ideas, prototyping, trial and error are opportunities for learning. Small and large innovation is encouraged and where continuous improvement is demonstrable and focused on generating value for end customers