

POSITION DESCRIPTION

Our values:



Position title:	Chief Operating Officer (COO)
Position code:	2505
Name:	Vacant
Section:	General Manager's Office
Position reports to:	General Manager
Band and level:	Executive
Salary grade:	Market
Budget responsibility:	Yes

Primary function:

The Chief Operating Officer (COO) is responsible to the General Manager (GM) for delivery of corporate services across the organisation:

The COO provides leadership and strategic direction across all these functions, including the development, communication, review and enhancement of new policies, procedures, guidelines, templates, technologies and innovations to raise standards of financial performance, governance and service delivery and manage risk in accordance with Council and legislative requirements.

The COO will support the organisation to drive leadership, culture, strategy, and performance based on our corporate values and direction.

A key objective for the COO will be the creation of an organisational culture which embraces high performance including quality customer service and economic development.

Person Description:

- The right person for this role will have an approachable and engaging leadership style.
- They will be a strategic thinker with the ability to deal with complex issues and get things done.
- They will have a background in driving major transformation across an organisation.
- They will drive Council's values across the organisation.
- They will participate as a positive team player, support others and contribute in a cooperative and helpful manner.
- They will produce consistently high quality outcomes.

- They will champion a can-do attitude within Council - sharing skills with others, and mentoring new people who join us.
- They will be an outcome driven person with a track record of delivering successful business outcomes.
- They will be able to act with high levels of independence, persuade and /or negotiate with key personnel, customers and external bodies in the delivery of programs and key services.
- They will be able to manage and consider a significant number of concurrent and ongoing matters simultaneously.
- They will have a high level of time management and organisational skills.
- They will have a real eye for detail and very high standards.
- They will get a real kick out of finding out exactly how Council is performing and formulating strategies for how Council might improve.

Responsibilities and duties:

Management

- Deliver values based leadership to achieve a high level of capability, performance and accountability within the Division.
- Ensure the efficient and effective delivery of corporate and community functions.
- Foster a culture of continuous improvement and empowerment, with a focus on service delivery excellence.
- Contribute to the development and implementation of the Community Strategic Plan and Council's other strategic and operational plans.
- Assist the GM in monitoring organisational performance against the Strategic Plan.
- Work with the GM and staff on individual and team plans to execute strategy, monitor and measure performance.
- Sustain and promote the long-term development of the organisation operationally and strategically.
- Support Council operations by ensuring administration support, legal compliance, financial management, information systems, human resources and risk management are provided at a high standard.
- Assist the GM with developing good relationships with stakeholders and developing partnerships with other organisations.
- Develop, implement and manage business strategies, plans and budgets to achieve business objectives.
- Mentor and lead staff.

Governance

- Implement good governance practice and oversee compliance with regulatory and legislative requirements.
- Provide expert advice to Council, the GM and staff across the organisation, and support the effectiveness of Council.
- Ensure Council complies with all legal and regulatory requirements for a local government body.
- Ensure statutory and financial records and registers are maintained and relevant notifications provided to regulatory bodies.
- Ensure good governance principles are in place and adhered to, including records management.
- Ensure Council policies and processes are adhered to.
- Provide advice to the Council and GM on governance and regulatory matters, and standards of ethical and corporate behaviour.
- Manage the annual cycle to monitor Council performance, induct Councillors, and maintain insurance.

Strategic issues management

- Analyse and monitor developments relevant to the Strategic Plan and advise the GM on any relevant action required.
- Develop alliances and partnerships with other organisations and individuals which contribute to achievement of Council objectives.
- Consultation and collaboration with governments, departments, and relevant associations.

- Actively participate in the strategic development of the organisation, provide leadership and foster cooperation across all Divisions.

Financial management and funding

- As delegated by the GM, oversee the proper financial management of the organisation ensuring all financial controls are in place and adhered to, that financial systems are fit-for-purpose and properly implemented and that the organisation is properly resourced to deliver on the Community Strategic Plan.
- Work with the Head of Finance to coordinate reports to funding bodies, including ensuring funded projects are appropriately financially acquitted.

Corporate requirements

- Provide internal and external leadership.
- Participate as an effective team member, including assisting other members of the team when required.
- Oversee implementation of appropriate human resource policies and practices.
- Demonstrate a strong commitment to change and a high performing culture, implementing standards of excellence and a continuous improvement business focus.
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Workplace Health and Safety Policy.
- Reinforce and promote the principles of Equal Employment Opportunity and diversity in the workplace by modelling and ensuring that all employees and stakeholders are treated with dignity and respect.
- Be conversant with policies and procedures relevant to this position and workplace.
- Undertake other general duties as required.

Selection Criteria

- Tertiary qualifications in business, leadership or a related field.
- High level leadership and change management competencies and capabilities.
- Proven track record as a strategic thinker and significant experience in policy formulation and provision of high-level policy advice.
- Strong governance skills, with particularly strong influencing, negotiation and networking competency.
- Demonstrated experience in leading a multidisciplinary team, with a proven track record in the achievement of program and project delivery and people management and driving major transformational change through an organisation.
- Demonstrated ability to work with and engage staff in improving processes and systems and delivering innovative solutions.
- Excellent organisation and people skills, including corporate management expertise.
- Knowledge and experience of working with governments and departments.
- Strong business acumen, commercial and analytical skills and industrial relations experience.
- Sound understanding of risk, audit and compliance requirements within a local government context.
- Demonstrated ability to be collaborative and build strategic relationships internally and externally of Council.
- Superior oral and written communication skills.
- Current C Class Drivers Licence
- Valid Working with Children Check

