

POSITION DESCRIPTION

Position Details

Position Title:	General Manager
Department:	Corporate and Community Services
Reports To:	Chief Executive Officer
Remuneration:	To Be Negotiated
Form of Engagement:	Full Time-Fixed Term Contract – Three (3) Years
Place of Employment:	To Be Negotiated
Incumbent:	
Employee Number:	TBA

Organisational Relationships

- Internal: Chief Executive Officer, Councillors & Other Council Employees.
- External: Clients of Council, the General Public, State & Federal Government Departments & Agencies, Contractors & Consultants/Advisors.

Position Objectives

The Corporate & Community Services Department manages Council's finances, public relations, governance and business systems and provides a range of community support, community services and engagement activities to enhance the lifestyle and liveability of the North Burnett Region.

The role of the General Manager, Corporate and Community Services exists to provide strategic leadership to the Corporate and Community Services Department in the pursuit of Council's vision, through the Council's Corporate and Operational Plans.

This role is responsible within the Corporate and Community Services Department for:

- Ensuring, through the commitment to excellence in the strategic leadership of the Department's management and operational teams, the delivery of:
 - Optimum capability, accountability, transparency and probity of the Department.
 - quality professional advice to Council in policy and decision making, resulting in a strong and trusting relationship between the Department and the Council.
 - the achievement of efficient, effective and quality outcomes for the Department.
 - a professional service to the Department's customers (internal & external) and the community that is responsive to change and realizes solutions through innovative approaches.
 - a positive workplace culture that encourages and rewards excellence and supports continuous improvement.
- Leading the implementation of such aspects of Council's strategic plans, corporate plans, budgets, policies and programs that fall within the Department's responsibilities in a manner as to achieve high performance against expected outcomes.
- Working collaboratively with the CEO and other members of the Senior Executive Team to ensure the successful integration of strategic planning across the organisation and to engender a spirit of cooperation and mutual support between operational areas in the pursuit of service excellence.

Position Requirements

a) Skills & Competencies

- Superior communication, consultative, interpersonal and negotiating skills (both oral and written).
- Demonstrated ability to work collaboratively with executive and management teams at strategic and operational levels.
- Ability to prepare reports for presentation to the Chief Executive Officer and Council.
- Demonstrated ability to manage time, workload and initiative.
- Demonstrated high levels of personal integrity and ethics in management practice.

- Demonstrated commitment to the maintenance of ongoing knowledge of contemporary management issues and practices, particularly as relate to individual executive effectiveness.
- Strong analytical and problem solving ability.
- Demonstrated ability to prioritise and meet deadlines.
- High level of Computer based systems skills including business related application software (i.e. Microsoft Office & MagiQ).
- Demonstrated orientation towards strategic management principles.
- Demonstrated ability to conceive and manage strategic planning processes.
- Proven track record in the pursuit of quality services including setting and meeting of high standards and a strong customer focus.
- Demonstrate a high level of commitment to the organisation and align their work values against the North Burnett Regional Council Code of Conduct.
- Demonstrated ability to lead, motivate, encourage, coach and direct the efforts of others towards the completion of plans and achievement of determined objectives in an environment which provides leadership to and ongoing personal development opportunities for individuals.
- Demonstrated ability to lead innovation and change.

b) Knowledge

- Local Government administrative systems and processes (desirable).
- Legislation and standards relevant to Local Government.
- Financial operations and strategy.
- Governance and risk management.
- Corporate planning and communication.
- Information technology networks and systems.
- Community development and services.

c) Qualifications and Experience

- Possess appropriate experience in the functional requirements of this position.
- Demonstrated ability to lead a multi-faceted Department where multi-tasking is often required to achieve outcomes.
- Current 'C' class open drivers license.

- Tertiary qualifications in a relevant discipline of Business, Finance and / or Community Development desirable, including post graduate qualifications and other such qualifications in management as would be advantageous to the carrying out of the duties of Corporate and Community Services General Manager.
- Experience in a local government setting (desirable).

d) Training Requirements

- Internal / external training to ensure position holder maintains a satisfactory level of knowledge and skill base.
- Attend workshops and seminars relevant to ensuring ongoing professional development.

Key Responsibilities

The role is specifically accountable for:

Leadership:

Creating the appropriate leadership environment for the Department by setting personal example and specifically for developing competencies in the Department's management and supervisory teams that will ensure the efficient and effective implementation of Council policies, programs and decisions.

This will be evidenced by the General Manager:

- Anticipating future needs or directions in a rapidly changing and complex environment and initiate, lead and manage change successfully.
- Creating a sense of success by taking on challenging tasks with confidence, and encouraging creativity and innovation.
- Assisting the CEO in the realization of Council's strategic direction.
- Adopting a humanistic focus toward the management and direction of individuals within the Department.
- Showing trust and confidence in the Department's management, supervisory teams and other staff.
- Mentoring and providing constructive feedback on performance to the Department's management and supervisory teams to improve capability, and promote growth and development.
- Maintaining personal integrity and setting personal standards which reflect ongoing development professionally.
- Leading collaboratively with others and building positive relationships throughout the various levels of Council, both politically and operationally.

- Encouraging all employees of the Department to see themselves as members of a single organisation, making a valuable contribution to Councils Vision and implementation of the Corporate Plan.
- Exercising strong interpersonal skills to engage and communicate effectively with Councillors, staff, Government representatives, Business and Industry and the general public.
- Managing and resolving issues of controversy and conflict with fairness, equity and professional judgement and making the hard decisions when required.
- Exercising skill in advocacy and diplomacy with a balance of tact and determination.
- Manage knowledge and build organizational capability.
- Interpret and convey complex information to different audiences using a range of mediums.
- Providing consistent and thoughtful leadership to the Department to enable departments to excel in their activities and functions.

Strategy:

- Identify Best Value opportunities to ensure that service delivery planning meets the needs of the community.
- Develop appropriate strategic & operational direction for the Department's functions, consistent with achieving the outcomes contained in Council's Community and Corporate plans.
- Work collaboratively with the CEO and members of the Senior Executive Team in the development and implementation of corporate strategy and participate as a team member of various working groups established to define strategic plans to guide the organisation.
- Review organizational policies, process, metrics and culture and provide critical analysis and commentary of current trends to CEO, Councillors and the organization.
- Initiate and coordinate strategic research and preparation of discussion and issues papers for Council.
- Lead and coordinate the management of the human, physical and financial resources of the Department.

Financial Sustainability:

- Effectively implement those aspects of the Council's long term financial strategy and annual budgets as related to the Department.

- Constantly seek efficiency in all aspects of the Department's resource utilization, including the analysis of relevant costs and benefits for all new initiatives coming before the Council.
- Lead appropriate procurement processes to obtain goods, services, consultancy and advice at the level of delegated authority.
- Ensure that the Department's programs are regularly monitored for economy and efficiency and timely, relevant reporting provided.
- Ensure that the Department's assets, in all their forms, are strategically and sustainably managed.
- Maintain an organisational culture of continuous self-analysis and improvement in order to enhance Council's sustainability.

Departmental Operations:

- Ensure effective change management.
- Develop, implement and monitor Department plans and budgets consistent with the Council's overall Corporate Plan and financial strategy.
- Develop processes for timely monitoring and reporting of the Department's performance against appropriate key performance indicators and industry benchmarks, including contribution to the compilation of the Council's Annual Report and other statutory Returns.
- Lead and direct governance strategies to improve probity, accountability and transparency, including systems to ensure the management of risk.
- Develop, monitor and review the Department's planning and operational systems in order to ensure efficacy in the delivery of the Department's services.
- Monitor Departmental contractor performance in accordance with specifications and statutory requirements.
- Inspire a spirit of teamwork that reflects enthusiasm to share and join with other sections of the organization in order to achieve desired organizational outcomes.
- Ensure the statutory compliance of the Department's functions.
- Provide operational and specialist advice to CEO and internal and external parties at both strategic and economic levels.

Stakeholder Relationships and Consultation:

- Provide high level legislative and policy advice to the CEO, Councillors and the organisation
- Build positive stakeholder relationship and demonstrate a proactive culture of communication and interaction both within and outside the organization

- Apply understanding of the political, social and legal environment and organizational context of Council to all initiatives and actions.

Extent of Authority

The incumbent is expected to exercise all necessary actions within the scope of their Key Responsibilities. In addition, the incumbent from time to time may also be required to undertake other duties within the organisation as directed by the Chief Executive Officer

Accountability

As General Manager, Corporate and Community Services, you are accountable for:

- Providing strategic leadership, influencing and leading change.
- Delivering strong political and business acumen.
- Applying knowledge of those people reporting to their direct reports in order to support succession planning.
- Mentoring your direct reports and performing employee performance & development reviews in accordance with the organisations human resource practices.
- Being consistent and fair in all decisions and actions.
- Recognising people's abilities and experience to build a cohesive and effective team.
- Setting clear, achievable goals and effectively delegating and communicating them to the team.
- Being open to new ideas and facilitate team discussions/feedback.
- Being open and supportive of organisational change.
- Encouraging learning, personal and professional development.

The position may have administrative and legislative delegations including authority to act within established operational and budgetary guidelines and provision of relevant Acts, Regulations, Codes, Council policies, local laws and professional standards. Please refer to Council's delegations register and your supervisor to confirm your delegations.

Managerial authorities will also be agreed with the Chief Executive Officer. The General Manager authorities are:

- Principle assigner of tasks to direct reports.
- Initiate the removal of poor performing direct reports from the role (within North Burnett Regional Council's protocols on fair treatment).

Performance / Skill Standards

The key responsibilities of this position are completed in line with North Burnett Regional Council's Strategic Plan, Corporate Plan, established operational and budgetary guidelines, relevant Acts, Regulations, Codes, Council policies, local laws and professional standards.

Selection Criteria

- SC1 Well developed and demonstrated skills in strategic planning and analysis, high level project, asset and financial management skills and an understanding of corporate governance requirements with a broad understanding of relevant State and Federal government requirements as they apply to local government authorities.
- SC2 Demonstrated ability to create a culture within the Department that ensures a proactive and strong Department that has a high level of service orientation and responds quickly to customer needs both internal and external.
- SC3 Outstanding analytical capacity and decisiveness in decision making and implementation.
- SC4 Relevant tertiary/professional qualifications and/ or demonstrated experience as a Senior Executive in large organisation in a similar role, including experience and qualifications in Disaster Management.
- SC5 Personal attributes that engender commitment, passion energy, drive, initiative and respect.
- SC6 Demonstrated superior communication, consultative, interpersonal, stakeholder management and negotiation skills (both oral and written) including the preparation and presentation of reports.
- SC7 Demonstrated ability to work collaboratively with executive and management teams at a strategic and operational levels and ability to conceive and manage strategic planning processes and extensive experience in providing strategic leadership, and influencing leading change.
- SC8 Demonstrated time management skills including ability to effectively prioritise and meet multiple conflicting deadlines within tight timeframes.
- SC9 Significant experience relevant to Corporate and Community Management services at an Executive level including overseeing strategic planning and reporting, financial and workforce planning management and evidence of dealing with a number of communities with competing needs and capabilities.
- SC10 Demonstrated knowledge of best practice financial management processes, budget control, monitoring and reporting for significant projects.

CERTIFICATION BY THE INCUMBENT:

I have read and understood my position description as stated above and acknowledge my duties and responsibilities contained therein.

Signed : _____

Dated: / /

Name:

CERTIFICATION BY THE CHIEF EXECUTIVE OFFICER (or his/her delegate):

I have reviewed the Position Description with the incumbent and affirm its contents

Signed : _____

Dated: / /

Name:

Additional Remarks / Comments:

Workplace Health & Safety Responsibility Statement

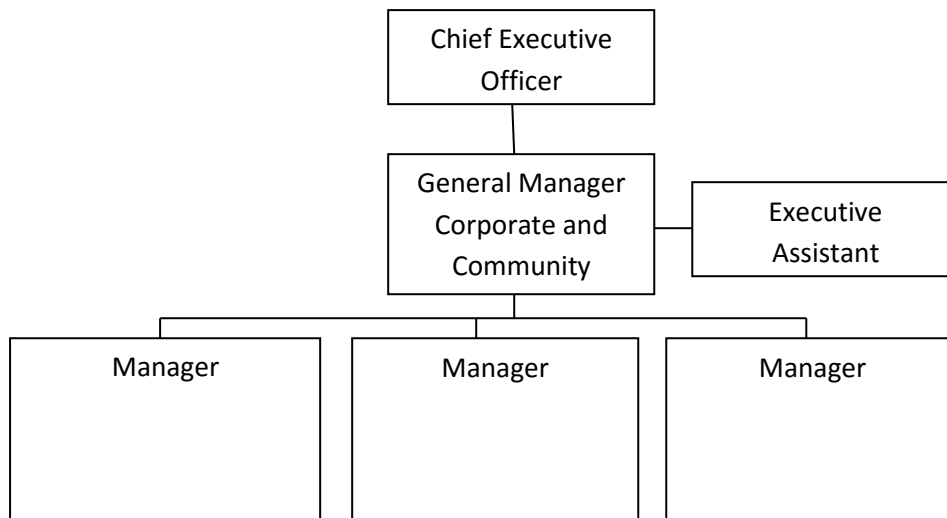
All employees have a legal obligation to comply with statutory requirements and North Burnett Regional Council Workplace Health and Safety policies and procedures and work instructions. These exist to ensure the health and safety of employees, contractors, visitors, volunteers and the public, and the environment.

The following responsibilities statements apply to all employees, including part time and casual staff.

Employees must:

- be aware of the North Burnett Regional Council Workplace Health and Safety policies and procedures
- perform all work and associated functions in a safe manner
- comply with all documented policies, procedures work instructions and verbal instructions issued by the organisation or its officers
- correctly use and maintain all protective clothing and equipment supplied by the organisation
- identify hazards, conduct risk assessments and take corrective action to eliminate hazards in the workplace where possible, and report hazards or risks in accordance with the WH&S procedures.
- establish and maintain a high standard of house keeping and cleanliness within individual work areas, and on any North Burnett Regional Council property
- report and assist with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage
- attend any toolbox, team talks or specific training supplied by North Burnett Regional Council
- be familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures
- work in a manner that will not endanger themselves or other employees or the public

The indicative structure of your team is shown below:



Your key role relationships are:

Chief Executive Officer

This role is responsible for providing leadership and accountability for the organisation, consistent with the goals and objectives set by the Council, to achieve a high standard of services for its customers in the implementation of its strategic direction.

Managers x 3

To be advised.

Executive Assistant

The role is responsible for managing the General Manager's administrative and operational workloads and acts as a key liaison for the Department.

Other Matters

Workplace Health & Safety Obligations

Work is to be carried out in accordance with SAFEPLAN2 – Council’s Workplace Health and Safety Management System. Employees must ensure that they do not put the Health and Safety of themselves or others at risk. Work is to be carried out to meet WHS obligations and responsibilities as detailed in the relevant legislative requirements and standards including Council policies and local laws.

Staff Code of Conduct

Work is to be carried out in accordance with the Staff Code of Conduct. All employees are expected to make themselves familiar with the Code and its contents.

Performance Plan

Performance will be reviewed at least annually against the responsibilities, accountabilities, and behaviours defined in this role description, together with a performance plan developed by the Chief Executive Officer and approved by the Executive Leadership Team.