

Unit Manager Governance & Civic Protocols

Position Description



Position number:	1095
Classification:	Senior Executive Officer
Award / LWAA:	Moreland City Council Enterprise Agreement
Department / Branch	Business Transformation
Branch:	Governance & Strategy
Unit:	Governance & Civic Protocols
Reports to:	Manager Governance & Strategy
Supervises:	Team Leader Governance, Team Leader Civic Protocols, Legal Support Advisor
Approved by:	Director Business Transformation

Organisational values:



Position objectives

A key senior leadership role within Council, this position is responsible for:

- Providing overarching operational and business leadership to the governance and civic protocols, mayor and councillors, legal services and civic events teams with a focus on achieving high quality governance, compliance, continuous improvement and effective conduct advice across Council.
- Leading the Unit to ensure it is a high performing team that operates in accordance with relevant legislation, Moreland Council's values, objectives and plans.
- Supporting Council's governance functions and ensure policies and procedures are in place that enhance good governance both in relation to Councillors and staff behaviour.
- Managing support provided to the Mayor and Councillors.
- Managing the procurement of legal services.
- Ensuring Council is up to date with its legislative obligations, particularly in relation to the Local Government Act.
- Managing a Civic Events function that delivers high quality events which reflect well on Council.
- Driving a cohesive and constructive workplace culture that reflects the organisational values.

Key responsibility areas

Lead the Governance and Civic Protocols Unit and ensure it is a high performing team that operates in accordance with Moreland Council's values, objectives and plans

- Lead constructively and in a manner that develops the team's capacity for problem solving and continuous improvement.
- Be the Subject Matter Expert for Governance related matters.
- Be Council's Privacy Officer and act in accordance with the Data and Privacy Protection Act 2014.
- Be the key contact of enquiries from the Ombudsman Office, and work with Complaints Resolution Officer to understand patterns and coordinate organisational improvements
- Improve the systems and processes within the Unit so they support high quality outcomes and high levels of productivity.
- Ensure a strong focus on Council's internal and external customers.
- Develop clear business plans and performance criteria and ensure these are achieved.
- Ensure the Unit meets its financial objectives and seek opportunities for improved financial outcomes.
- Implement and maintain health and safety standards and procedures in accordance with legislative requirements and consistent with MoreSafe.
- Undertake all duties with an awareness of and sensitivity to diversity and equity and in accordance with Council policy.
- Maintain and develop Council's Governance Rules, ensuring adoption by Council.

To support Council's governance functions and ensure policies and procedures are in place that enhance good governance both in relation to Councillors and staff behaviour

- Oversee preparation of Council and committee meeting agendas and minutes, including a high level editorial role in reviewing reports for Council meetings.
- Attend ordinary council meetings and support Manager Governance & Strategy for the monthly formal council meetings (and briefings where required) with minute taking and other functions as necessary.
- Support and improve the operation of Council Meetings through ongoing improvement of policies and standards.
- Maintain a record of outstanding resolutions and develop systems which support the organisation in addressing outstanding resolutions quickly.
- Provide advice to Councillors and to the CEO and senior officers on issues of good governance.
- Manage relevant projects undertaken by the Governance and Civic Protocols unit.
- Develop, maintain and implement relevant policies across the organisation.
- Maintain Council's policy and procedures manual and ensure policies across the organisation are consistent in format, current and available on the web page as relevant.
- Oversee the Council elections, including; providing feedback on the extent to which the community's views are adequately represented within electoral boundaries, facilitate the maintenance of appropriate ward boundaries, ensure that the voter's lists are maintained and updated, and oversee the tendering and conduct of Council elections and countbacks.

To manage the support provided to the Mayor and Councillors

- Develop and implement systems of executive administration which support democratic governance.
- Ensure that the Councillors' support staff are adequately maintaining diaries, meetings and other appointments.
- Ensure that the systems and processes used to manage the support to Councillors are efficient and enable high volumes to be processed.
- Ensure that appropriate mechanisms are in place to provide timely feedback to Councillors on issues.
- Project manage the Councillor induction process.
- Identify appropriate professional development activities for Councillors and work with the Organisation Development area on Councillor development opportunities
- Oversee the provision and maintenance of appropriate communications and IT equipment to Councillors.
- Ensure Councillors have the information and tools they need to comply with policies and standards relating to the use of Councillor entitlements.

To manage the procurement of legal services and ensure Council meets relevant statutory requirements, particularly in relation to the Local Government Act

- Advise staff and Councillors of their obligations regarding the Local Government Act 2020 and Regulations.
- Ensure that all delegations and authorisations to staff are appropriately made, registered and enacted.
- Ensure all statutory registers are compliant with the requirements of the Local Government Act 2020.
- Provide timely advice to the Director Business Transformation and Chief Executive Officer on relevant statutory matters.

- Manage Council's Freedom of Information function in accordance with the Freedom of Information Act 1982, in a way which facilitates open and responsible governance.
- Ensure Council has effective mechanisms in place to demonstrate accountability and to comply with statutory requirements.
- Ensure organisational compliance with statutory requirements.
- Manage the Legal Services Protocols to ensure that correct authorisations for legal advice and expenditure are being adhered to.

To implement and manage a Civic Events function that delivers high quality events which reflect well on Council.

- Manage the provision of Council's Citizenship Ceremonies and run the events.
- Ensure Civic Events are conducted in accordance with the Civic Events Protocol and establish a practice of continuous improvement.
- Ensure that a register of events is created and maintained with a 3 month forward view of all Civic Events.

Management

- Provide strategic direction and drive change, whilst ensuring continuing delivery of service. This will be achieved through the ongoing development of a culture of continuous improvement, innovation, inclusion and collaboration.
- Positively designing and implementing change management processes in complex and sensitive circumstances.
- Support, develop, coach and mentor staff, both within the Governance & Strategy branch and across the organisation, with the aim of building a culture of teamwork, collaboration, and learning, to create the best community outcomes.
- Manage the Branch to achieve budget targets and contribute to long term financial planning to support the achievement of Council goals and the sustainability of community services.
- Develop and review relevant strategies, policies and plans.

Leadership competencies and accountabilities

Competencies:

- **Community and Customer First:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Drives Results:** Consistently achieving results, even under tough circumstances.
- **Plans & Aligns:** Planning and prioritising work to meet commitments aligned with organisational goals.

Accountabilities:

- Foster an ethical culture and behave ethically.
- Champion customer-centric behaviours and community engagement which puts the community at the heart.
- Champion environmental sustainability and include environmental objectives and targets into projects and programs.
- Promote inclusion, diversity and equity in the workplace.
- Implement and maintain health and safety requirements, promote a culture of safety, and demonstrate effective leadership on workplace health and safety.
- Promote cross-team and cross-organisation collaboration.
- Ensure strong and effective fraud and corruption controls are in place and regularly reviewed for the work area.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Implement and maintain continuous improvement.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	The Executive; Senior Leadership Team (SMT); All Staff; Mayor and Councillors
External Relationships	Community; Other Councils; State and Federal Government; Municipal Association of Victoria; Victorian Local Governance Association; Relevant Professional Bodies; Consultants/Contractors/Suppliers
Extent of Authority	Unit Managers are supported to make all decisions in relation to their Unit by the Manager Governance & Strategy in accordance with Council's policies and procedures, Council authorisations and the instrument of sub-delegations from the Chief Executive Officer.

Task analysis

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional
Performing clerical duties	✓		
Working on a keyboard	✓		
Driving cars and/or trucks			✓

Key selection criteria

- Bachelor and/or post graduate tertiary qualifications in Public Administration, Business Management, Law or other relevant field.
- Substantial experience in interpreting legislation including the Local Government Act (Vic) and other principle legislation such as Privacy Legislation, Public Interest Disclosures Act and Freedom of Information requirements.
- Proven experience in senior governance roles, preferably within a Local Government context.
- Ability to manage the end to end processes associated with Council meetings, including the provision of governance support and minute taking.
- Extensive experience in delivering high-quality customer focused service that focuses on best practice and quality improvement in a compliance environment.
- Demonstrated constructive leadership skills and ability to influence the practices and culture of a team.
- Demonstrated conceptual skills to think broadly and strategically, anticipate issues and solve complex problems.
- Well-developed written and oral communication skills, including demonstrated ability to communicate with a range of stakeholders and prepare advice at senior executive levels.