



# Candidate Briefing Document

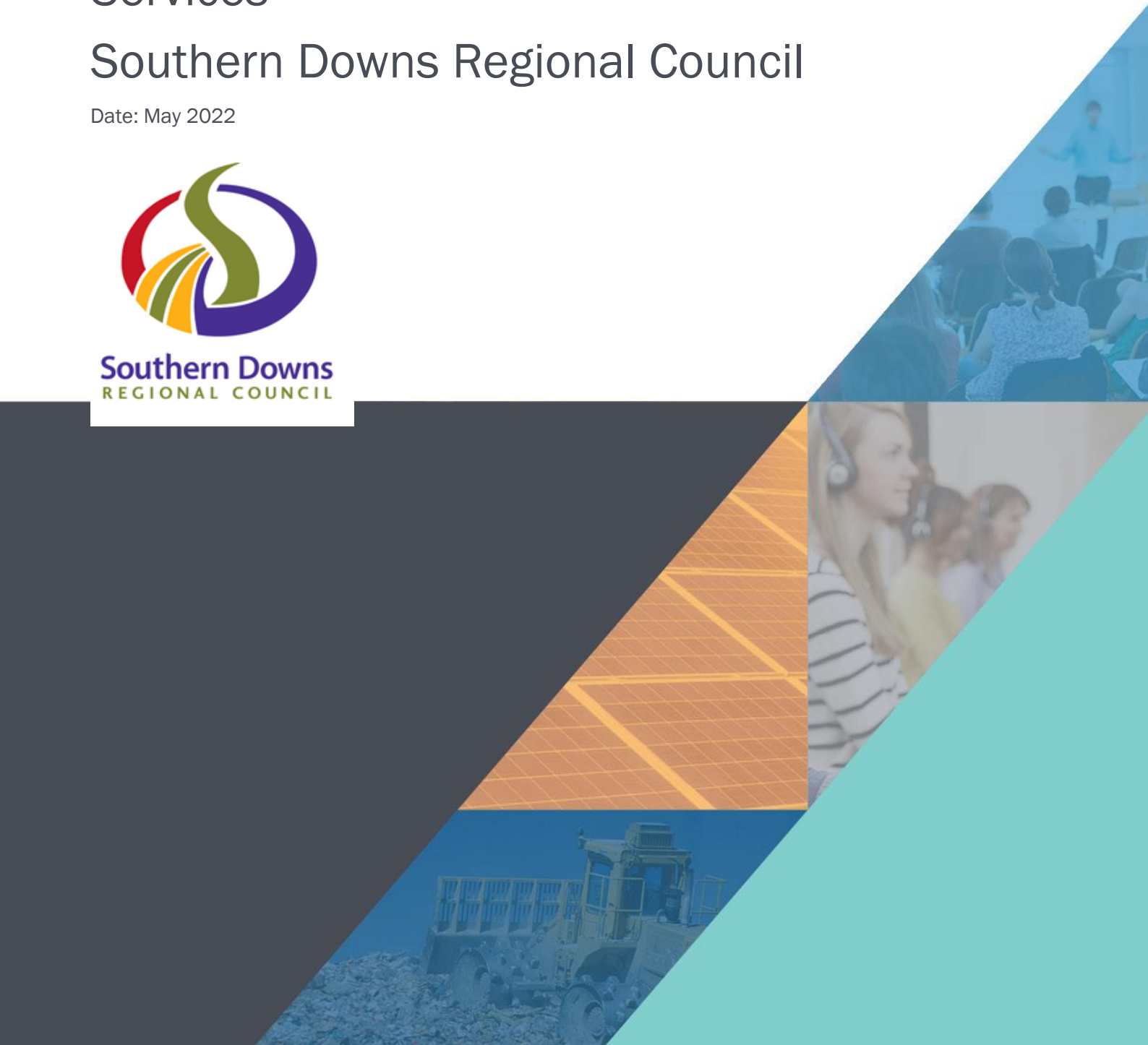
Director Customer and Organisational  
Services

Southern Downs Regional Council

Date: May 2022



**Southern Downs**  
REGIONAL COUNCIL



## ABOUT THE REGION

Southern Downs is situated one hour South of Toowoomba and two hours Southwest of Brisbane in Queensland. The major centres include Warwick, Stanthorpe, Allora and Killarney, with the region stretching along to the New South Wales border and covering 7,122 km<sup>2</sup>.

Southern Downs region boasts a vibrant rural lifestyle with many things to do and see. The four-season climate is a world away from typical Queensland regions and offers a variety of scenery, flora and fauna.

The Granite Belt is a premium food and wine destination renowned Australia wide. It is the home of the Queensland College of Wine Tourism and fifty-plus wineries.

As well as a diverse range of activities in the region, the Girraween National Park is important to the region's tourism attracting campers, bush-walkers and rock-climbers.

The town of Warwick is situated on the Condamine River with the Cunningham and New England Highways passing through the town and is the administrative centre of the Southern Downs Regional Council. It lies 130km southwest of Brisbane and 73km south of Toowoomba. At last census, Warwick had close to 16,000 residents.

Stanthorpe is a rural town of approximately 5,500 residents and is most well-known for its wineries and variety of produce. The town lies on the NSW border, 223km from Brisbane and 60km from Warwick.

Allora, on the Darling Downs is located between Warwick and Stanthorpe on Dalrymple Creek and is known as 'the best little town on the Downs' with around 923 residents. Killarney, named for its strong resemblance to Killarney in Ireland, is located 35km southeast of Warwick and 8km from the NSW border. It is surrounded by waterfalls and is close to the source of the Condamine River. In the 2016 census, Killarney had a population of just under 1000 residents.



## ABOUT COUNCIL

The Southern Downs Regional Council was formed on the 15th of March 2008 as an outcome of the Queensland Local Government Reform process. The resultant governing body encompasses the areas previously occupied by the Warwick and Stanthorpe Shire Councils.

The Council comprises the Mayor and eight Councillors, who are elected by residents for a 4-year term.

Council has adopted an Advisory Committee Policy to ensure that consistent practice is followed for the establishment, operation, and administration of Advisory Committees. This policy applies to all Advisory Committees appointed by Council.

The role of the Council Advisory Committees is to provide input, an overview or advice to Council on a specific topic or the strategic management of a facility on an ongoing basis.

Council has established Advisory Committees as follows:

- Community Advisory Committee
- Economic Development and Regional Promotion Advisory Committee
- Events, Sport & Recreation Advisory Committee
- Pest Management Advisory Committee
- Saleyards Advisory Committee
- Shaping Southern Downs Advisory Committee
- Water & Wastewater



## ABOUT THE DIRECTORATE

The Directorate includes responsibility for:

- Customer Service
- Community Development
- Libraries
- Finance, Payroll and Procurement
- Governance
- Information Technology and Corporate Knowledge
- Council Enterprises and Property Management
- Asset Management

The work of the Directorate includes:

- Development and implementation of integrated, long term strategies to guide the community and cultural development of Southern Downs Regional Council including the Corporate Plan, Operational Plan, Information Technology Strategy, Campground Strategy, Library Strategy, amongst others.
- Undertake community development activities to strengthen the capacity of the different communities of the Southern Downs.
- Management of all aspects of the Financial Sustainability of the organisation, including preparation of the Budget, Capital Works Program and associated policies that relate to debt, revenue, concessions, income and valuations.
- Creation and promotion of systems and opportunities for local residents and visitors to have an excellent customer service experience across all facets of Council's operations.
- Manage the businesses of Council including the Saleyards, Aerodromes, Community Housing, Fitness Centres, Aquatic Centres, Fred Rogers Facility and camping areas at Leslie and Connolly Dams.
- Oversee a high level of governance and risk management and implement strategies and systems to achieve organisational excellence.

To maximise the opportunities presented by the community and workforce, employees are required to develop and demonstrate understanding and commitment to working in a tolerant and collaborative manner.

Through consultation with the Community, Councillors, staff, and other stakeholders a vision has been developed through a document called *Shaping Southern Downs*. This important document identifies four themes, namely to;

- Grow
- Connect
- Prosper
- Sustain





# ORGANISATIONAL RELATIONSHIPS

**Reports to:** Chief Executive Officer

**Manages:**

- Manager Finance
- Manager Corporate Services
- Manager Community and Cultural Services
- Manager Asset Management
- Information and Technology Coordinator

**Internal Liaisons:** CEO, Mayor and Councillors, Executive Leadership Team, Senior Leadership Team, Coordinators, Supervisors, all staff

**External Liaisons:**

- Business and Industry Representatives
- Residents, Ratepayers and the Community
- Business Leaders
- Specific Interest and Community Groups
- Senior Managers in Government Departments and Agencies
- Local Government and Statutory Authorities
- Local and Other Members of Parliament
- Employer and Industry Associations
- Unions

**CONDITIONS OF EMPLOYMENT:** Performance Based Employment Contract – 4 years

[RW1]

## ABOUT THE ROLE

### POSITION OBJECTIVES:

- To deliver services, programs and projects that make a difference to our community in line with Shaping Southern Downs
- To have a clear understanding of the legislative, statutory, policy and performance obligations of the functions undertaken in the areas of Customer Service, Community Development, Libraries, Finance, Payroll, Procurement, Governance, Information Technology, Corporate Knowledge, Council Enterprises and Property Management, Asset Management. To give effective guidance and support to the Directorate Managers in the achievement of planned outcomes as part of the Council's corporate goals and objectives.
- To keep under review structures and processes related to all functions of the Directorate, together with staffing needs, for the delivery of services.
- To respond to the Chief Executive Officer and the Council in delivering efficient services in the Directorate designed to contribute to the establishment of a sustainable community through decisions that are taken in conjunction with management and staff.

### KEY CORPORATE RESPONSIBILITIES:

- To assist in the shaping of strategic organisational thinking which inspires a sense of corporate purpose and direction
- To develop a strategic management focus and enhance the provision of quality services.
- To promote effective and productive working relationships at all levels, facilitate cooperation, trust and respect and to value differences and diversity.
- To ensure high standards of internal and external communication are established and maintained across the organisation.
- Participate actively in Executive Leadership Team meetings through positive contributions to the team and the maintenance of excellent relationships with team members.

### KEY RESPONSIBILITIES AND DUTIES:

- Maintain a Directorate structure that achieves the objectives and directions of Council strategies and corporate plans.
- Assist Directorate Managers to achieve excellence in delivery of Council and community services associated with key functional responsibilities.
- Foster a strong culture of customer service within the Directorate and across all corporate functions of the Council.
- Support and initiate continuous improvement strategies within the Directorate to ensure that systems and procedures are appropriate for the needs of internal and external customers.
- Manage and facilitate cross-Directorate partnerships as appropriate within the responsibilities and functions of the Directorate.
- Develop and oversee the implementation of change initiatives through clear and precise communication with management and staff.
- Foster and promote an environment that allows the expression and utilisation of knowledge and skills within the Directorate.
- Ensure adherence to Council's Occupational Health and Safety Policies in respect of the proper use of all safeguards, devices and all equipment provided for safety purposes.
- Ensure the provision within the Directorate of a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

## RESPONSIBILITIES OF THE ROLE (CONT):

- Promote a positive image of the Council to the community through professional standards in the delivery of services or advice in a courteous and efficient manner.
- Oversee the performance of managers through the establishment of key performance indicators and work plans designed to achieve the objectives and functions of the Directorate.
- Ensure the effective management of the Directorate to ensure the delivery of best value quality services, effective forward planning, the management of priorities and the appropriate delegation of responsibilities
- Assess the competencies of Directorate Managers ensuring opportunities for their personal and career development and the management of any performance issues.
- Monitor and manage the Directorate budget within approved parameters and timeframes.
- Develop Directorate and Departmental Business Plans on an annual basis which accord with the Council Plan, Directorate Plans and the Annual Budget.



The Director is accountable for:

- The achievement of established performance objectives and outcomes for the position.
- Adherence to and effective implementation of relevant Council policies, systems and procedures.
- Continuous improvement in performance and productivity and demonstrated best value in service delivery.

Subject to the provisions of the Local government Act, relevant Council policies and procedures and specified work programs and objectives, the Director has the authority to make decisions about:

- Work programs and the quality of all outputs
- Time and schedule management
- The resolution of issues within the scope of responsibility
- The performance, continuous improvement and development of staff to achieve the objectives of the Directorate
- Areas, activities and projects within the span of responsibilities

## EXPERIENCE & QUALIFICATIONS

The Director is expected to have the combination of skills, qualifications, experience, and personal attributes that allow the effective discharge of all requirements of the position inclusive of relevant tertiary qualifications.

### Experience

The Director must:

- Have relevant senior management experience
- Be able to provide leadership and direction to staff
- Have a detailed understanding, knowledge and experience of the local government operating environment, especially in relation to local government legislation and frameworks.
- Have sound political acumen and judgement
- Have experience with and an understanding of the media and community relations generally.
- Have highly developed organising and planning skills
- Have experience in the management of a high-achieving, dynamic multi-disciplinary team
- Be able to set, achieve and monitor personal goals
- Be able to delegate effectively and manage the performance of others
- Be able to manage time and prioritise plans and goals
- Be able to coordinate and integrate the work programs of management and staff

The Director must have:

- Excellent communication skills, both oral and written
- Excellent negotiation and influencing skills
- Commercial acumen and business knowledge
- Well-developed customer service skills
- Appropriate business and professional presentation skills
- Excellent problem solving skills
- The ability to think clearly, quickly and laterally
- The ability to gain the cooperation of and/or influence others
- The ability to achieve deadlines and to work under pressure
- Significant high level self-management and people management skills additional to substantial experience in the areas of the position.

### Personal Attributes

The Director must:

- Be proactive and motivated to succeed
- Be output and results oriented
- Have excellent interpersonal skills
- Be able to provide leadership to all functional areas of responsibility
- Have the ability to work effectively, constructively and successfully as leader of a team
- Be committed to ongoing personal and professional development
- Have integrity and high ethics
- Have a strong commitment to teamwork and the organisation's values.



## RECRUITMENT TIMEFRAMES

**Application Period:** 20/05/2022 – 13/06/2022

**Closing date for Applications:** 13/06/2022

**Initial Assessment:** 14/06/2022 – 16/06/2022

**Council Interview:** To be confirmed

\*Note these time frames are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

Peak Services will review all applications and provide an initial recommendation of suitable candidates to Council.

Working with Peak Services, Council will determine a shortlist of suitable candidates, and interviews will be arranged with the Council panel. Council may require the candidate to undergo psychometric testing to assist in understanding the candidate's working preferences and attributes as well as fit for the organisation. Following the selection of a preferred candidate Council will require several further checks.



## REMUNERATION

Base salary to be negotiated relevant to experience

Motor vehicle - full private use

12% employer superannuation contribution

### Ancillary benefits

Mobile phone for business use

Laptop computer for business and private use

Attendance at conferences and networking opportunities



## CONTACT

**Celia Jones**

Principal Consultant Recruitment  
Consulting and Technical Advisory



### Core Capabilities

- High Quality Recruitment
- First Class Recruitment Systems
- Robust Methodology
- Comprehensive and Professional Service
- Industry Knowledge

### Qualifications

- Master Journalism
- Bachelor of Business - Int'l
- Registered Nurse

### Contact:

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