



POSITION DESCRIPTION

MANAGER CORPORATE SERVICES

Department:	Corporate Services
Reports to:	Director Corporate & Community Services
Supervises:	5-6
Location:	Coonabarabran
Grade:	16

COUNCIL OVERVIEW

The Warrumbungle Shire is a local government area in the central western region of New South Wales. The shire is also a meeting place for the nations of our traditional owners and custodian of the land. The northern part of the shire is home to the Gamilaraay people while the southern part of the shire is home to the Wiradjuri people. Also the nations of the Weilwan and Kawambarai (Werriri) come into the Shire on the western border. The Shire is traversed by the Newell Highway. The Warrumbungle mountain range and Warrumbungles National Park are major tourist attractions for the Shire. The history, traditions and culture are being recognised as an important part of the Shire's history. The Shire was traditionally built on agricultural pursuits with the early establishment of wool growing and beef cattle production followed by cereal cropping and today a burgeoning vine growing and horticultural industry.

COUNCIL VALUES

The guiding principles of honesty, integrity, fairness and compassion form the spirit of the team along with respect, transparency, passion, trust and opportunity is how Warrumbungle Shire Council strengthens its working environment to deliver on the aspirations of our community.

PRIMARY PURPOSE OF THE POSITION

To lead, manage and coordinate the areas of administration, integrated planning and reporting, Service NSW, insurances, risk management, records management, communications, information technology and customer service.

Highly important to this role will be the provision of services to both external and internal customers.

Important to the role is to ensure the integrity of Council's support services and records systems including management of archival and disposal programs. To provide best practice customer service and initial contact functions to the community.

KEY ACCOUNTABILITIES

Within the area of responsibility, this role is required to:

- Develop, maintain and be a role model for a culture among staff that is open to change and supports a continuous improvement culture, engagement and change initiatives and strategies
- Develop, implement and maintain policies and practices that reflect contemporary, evidence-based approaches and meet legislative requirements
- Work closely with and build collaborative networks with senior leadership and all internal clients to ensure the strategic plan is achieved and that relevant people and development plans are aligned to meet strategic and operational objectives
- Manage the efficient, secure and timely handling and storage of Council's hardcopy and electronic information ensuring compliance with legislation.
- Manage Council's Integrated Planning and reporting processes
- Managing Council's communications systems, including social media, to ensure that the community are fully aware of Council's activities
- Oversee Council's Information Technology Systems
- Manage the continual development of Council's Electronic Data Management System.
- Provide a consistently high standard of customer service including front-line service delivery, customer request management, records management, freedom of information and information privacy across the organisation.
- Ensure Council's compliance with Freedom of Information and Privacy legislation.
- Develop, implement and maintain Council's Business Continuity Plan
- Oversee Council's Service NSW Agencies at Coonabarabran and Coolah to ensure compliance with the contracts.
- Manage Council's insurance portfolios (excluding workers compensation). And risk management.
- Support the roles of Public Officer and GIPA Officer.

KEY CHALLENGES

- Managing the organisational change programs while balancing change with potentially conflicting views.
- Maintaining awareness of strategic and operational demands and priorities, engaging with staff across the organisation and providing efficient and effective responses.
- Managing competing priorities, deadlines and inputs from multiple teams and stakeholders to deliver quality services guidance with a view to influencing positive outcomes.
- Operating with a high level of autonomy.
- Liaising across the organisation to maintain, promote and improve records management and customer service
- Act as the Director during their absence, as required.

KEY RELATIONSHIPS

Who	Why
Internal	
General Manager	The Manager is responsive to the General Manager's requests and will have an effective working relationship with the General Manager providing timely and reliable a.
Directors/Managers	The Manager has effective working relationships with Directors/Managers providing timely and reliable advice. To coordinate OD processes in accordance with individual requirements

Internal Stakeholders	The Manager enjoys cordial and professional relationships with staff of other Councils within the region, relevant regional and community organisations and business and industry groups. Manage expectations and provide services
External	
Councils	The Manager enjoys cordial and professional relationships with staff of other councils within the industry and particularly the region, relevant regional and community organisations and business and industry groups
Government Agencies Statewide Mutual Other Councils Consultants	Manage the flow of information; seek clarification and provide advice and responses; respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. Develop and maintain effective working relationships and open channels of communication.

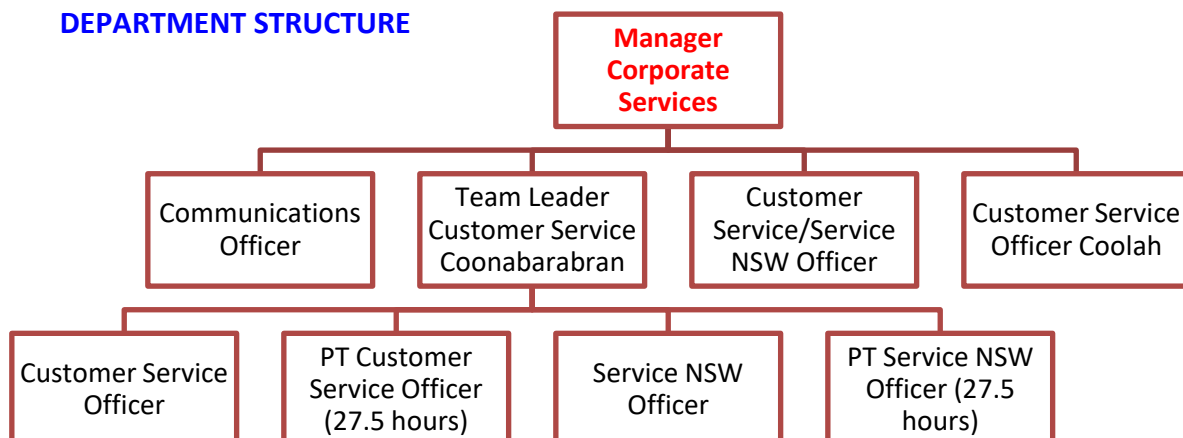
ESSENTIAL REQUIREMENTS

1. Commitment to Council's Mission, Values and Code of Conduct.
2. Understanding of work health and safety (WHS) in the workplace and commitment to a positive contribution to WHS in the workplace and compliance with Council and legislative requirements.
3. Diploma in Business, Communications or equivalent relevant qualification, together with knowledge and skills gained through extensive experience.
4. Relevant work related experience in several fields outlined
5. Demonstrated experience in the development and implementation of Risk Management System including incident reporting and recording.
6. Excellent people management and leadership skills, including the ability to build effective working relationships both internally and externally, encourage collaboration, teamwork and partnerships striving for excellence in achieving Council's vision and values.
7. Demonstrated ability to analyse issues, develop and implement effective strategies and solutions that support Council's goals and values.
8. Excellent communication skills including the ability to prepare high quality written reports, policies, action plans, correspondence and other documentation
9. Demonstrated ability to apply EEO, WHS and ethical principles and to act with probity at all times as well as the ability to use discretion and judgement.
10. Class "C" Drivers Licence.

DESIRABLE REQUIREMENTS

1. Degree qualifications in relevant discipline.






DEPARTMENT STRUCTURE



CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Advanced
	Demonstrate Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Relationships Community and Customer Focus	Advanced	<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the community/region
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Workforce Leadership Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Knows the individual strengths, weaknesses, goals and concerns of members of the team • Fosters high performance through effective conversations and feedback and by providing stretch opportunities • Identifies and develops talent across the organisation • Coaches and mentors staff to foster professional development and continuous learning • Implements performance development frameworks to align capability with the organisation's current and future priorities • Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way

CONDITIONS OF WORK

Council employees work according to conditions provided under the Local Government (State) Award and Council's policies and systems, including but not restricted to:

- Council's Salary System
- Council's Code of Conduct
- Equal Employment Opportunity
- Drug and alcohol testing.

Work Health and Safety

Employees – All employees of Council have a legal obligation to comply with statutory requirements and Warrumbungle Shire Council's WHS Management system, policies, procedures, Safe Work Method Statements, practices and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Responsibilities include:

- Being aware of Council's WHS Management system, policies and procedures.
- Performing all work and associated functions in a safe manner.
- Complying with all documented WHS policies, procedures, Safe Work Method Statements, work instructions and verbal instructions issued by the organisation or its officers.
- Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures.
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Warrumbungle Shire Council property generally.
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attending any toolbox, team talks or specific training supplied by Council.
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- Working in a manner that will not endanger themselves, other employees or the public.
- Report any concerns for WHS to your Supervisor.

Supervisors – are responsible for the application of Council's WHS Policies, procedures within their area of control:

- Demonstrate understanding of, compliance with and adherence to, your obligations, rights and responsibilities under the Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulation 2011 (NSW), including amendments.
- Conduct an induction with all new employees.
- Ensure that all staff under their area of control receive adequate information, instruction and training for the tasks assigned to them.
- Ensure that all relevant PPE is provided and that staff are instructed in the correct use and maintenance of such.
- Ensure staff are aware of all relevant WHS management systems, procedures or any specific workplace hazards applicable to their area of work.
- Ensure that all high risk activities are documented in Safe Work Method Statements and that the directions contained in the statements are complied with.
- Ensure that risk assessments are conducted for all activities prior to the start of any maintenance or construction work.
- Investigate / participate in the investigation of all incidents and accidents and implement preventative and corrective action to prevent a recurrence of the incident.
- Provide leadership and set an example with regard to WHS in the workplace.
- Assist in the development and review of WHS management systems in their area of control.

Employees will be held responsible for failing to comply with the Work Health and Safety responsibilities listed above.

Privacy and Confidentiality

Council employees are often privy to confidential and sensitive information. In addition, Council collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. This information cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information, or any impressions gained in the process of interaction with the client, be given either verbally or in any written or electronic form, to any other person other than those duly authorised by Council's Privacy Contact Officer.

It is a condition of employment not to discuss, or disclose by other means, information which may breach privacy legislation, Council's Privacy Management Plan, or bring harm to clients or customers of Council, or which may bring Council into disrepute. Breaches of this condition will be dealt with in accordance with the Disciplinary Procedures Clause of the of the Local Government (State) Award.

Hours of Work

Council's indoor staff work Monday – Friday from 8:15am to 4:30pm. A 10 minute break (paid) is provided for morning tea and three-quarters of an hour (unpaid) for lunch.

Council operates a 19-day / four (4) weeks with one (1) rostered day off per four (4) weeks. Employees are entitled to four (4) weeks annual leave and 15 days sick leave per annum. Under the Paid Parental Leave Act 2010, employees who have 12 months continuous service with the employer will be eligible for paid parental leave.

Performance Agreement

In accordance with Clause 10 of the Local Government (State) Award a performance agreement will be established between the employee and the Council. Targets will be developed and assessed from time to time but at the minimum of at least annually.

Progression

Salary progression is based on a competency assessment document. Assessments are conducted after six (6) months employment and thereafter annually on 1 August or on request.

Superannuation

Council pays the amount required by the Superannuation Guarantee Scheme on behalf of every employee into their preferred superannuation provider. Superannuation is paid weekly to Local Government Super on all earnings. All other funds are paid quarterly as required by the Australian Taxation Office.

Training

Council provides leave for training and study purposes, based upon the employee's professional development and Council's long term needs as determined by its training plan.

Smoke-Free Workplace

Council's workplaces and vehicles are smoke-free and vape-free zones. Children's Services based at Bandulla Street and Robertson Street campuses are smoke free to the property boundary, as are Council's swimming pools. Smokers must move a minimum of four (4) metres from doorways into buildings and dispose properly of waste.

Health Monitoring Requirements

This position currently has no mandatory health monitoring requirements, however you are eligible for the following under Council's Health Monitoring Procedure:

- Flu vaccinations – Council runs an annual vaccination program, usually during May
- COVID vaccinations pursuant to Public Health Orders
- Bi-annual skin cancer checks as part of Council's program.

Some vaccinations may be offered only as part of an annual program and you are encouraged to ask a member of Human Resources if you have any questions.

Council Induction

Before commencing duties all workers must complete a Council induction.

Camera Surveillance and GPS tracking

Camera surveillance has been installed in and on Council-owned buildings and in some public spaces in the Council area. Signage is installed to indicate camera locations. GPS tracking has been, or may be, installed, in commuter use vehicles; plant and trucks; small plant; general fleet and leaseback vehicles. All vehicles and plant with GPS tracking installed have an identifying sticker attached. Camera surveillance and GPS tracking is continuous and ongoing.