



Position Description

Kentish and Latrobe Councils

Manager – Corporate & Business Services

Position Number 1001

Department Office of the General Manager

Reports to General Manager

Work location Kentish and Latrobe Councils

This is a shared position between the Kentish and Latrobe Councils. The position requires the provision of services to both Councils.

Classification Level 11

Last Review Date August 2023

Version 2.0

Position Objective

As a member of the Senior Leadership Team, the Manager – Corporate & Business Services provides visionary and effective leadership to the Corporate and Business Services department of the Councils. The Manager – Corporate & Business Services will lead a team of professionals to ensure there is the provision of high-quality corporate support to both Councils in the service areas of:

- Financial Services
- Customer Support
- Records Management
- Information Communication Technology
- Community and Economic Development
- Contracts and Procurement
- Strategic Planning
- Risk Management

The Manager will ensure these services are provided within budget and comply with statutory obligations, regulations, codes, guidelines, and Council policies and procedures.

Key Functions

- Assist the General Manager and both Councils in developing and meeting their strategic objectives for the Latrobe and Kentish Communities.
- Provide quality advice to the Councils, General Manager, and staff.
- Foster a responsive and customer service orientated approach for all service delivery.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Ensure the Councils comply with the statutory requirements of the *Local Government Act 1993* and other relevant legislation.
- The role is a mix of leadership and management, and 'hands-on' provision of quality advice and service to the Councils.

Accountabilities

Leadership

- Participate fully in all meetings with the Leadership Team and others, contribute ideas and report as required.
- Provide leadership and a positive team environment that fosters, develops, and promotes engagement and a culture of high performance.
- Lead and manage the information technology systems to ensure Council has fit-for-purpose technology and continuously improves its systems. Ensure there is appropriate security and integrity of the information held.
- Provide proactive support to all teams by meeting identified organisational requirements that are essential to a high performing organisation.
- Continually monitor, promote, and implement opportunities to improve service delivery and business processes.
- Ensure that all Corporate & Business Services staff have clear performance goals and measures that are aligned with the Council's strategic goals and meet regularly to discuss and review.
- Provide appropriate development, mentoring, coaching, feedback, and internal training opportunities to staff to enable them to fulfil their role successfully.

Finance

- Comply with legislative and Council policy requirements in developing and maintaining Council's financial systems.
- Ensure the development and maintenance of the Council's Long Term Financial Plan, ensuring financial sustainability.
- Coordinate the preparation of annual budgets, annual plans, budget estimates, statements of accounts, and other financial statements in accordance with the Australian Accounting Standards and legislation.
- Management reporting and monitoring of the Council's performance to budgets – ensuring adherence to budgets and advising the General Manager of significant variations.
- Identify opportunities for funding and coordinate the preparation of submissions and applications to maximise grants or new funding.
- Ensure all relevant statutory requirements are achieved on time as required.
- To manage, develop, and implement strategies to ensure equitable rates and charges are implemented.
- Ensure all asset management strategy and plans are integrated within the Council's financial systems and meet all legislated reporting requirements.
- Oversight of the Council's insurance program.

Corporate & Business Services

- Ensure activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, minimizing exposure to risk and litigation.
- Encourage a strong commitment to responsive and friendly customer service, in all dealings with the community.
- Provide leadership, direction, and support in relation to the delivery of efficient and compliant contracts and procurement undertaken by the Councils.
- Maintain the procurement and contract management framework, policies, and processes.
- Assist in further developing both Council's reputations as professional, responsive, customer driven organisations within their respective local communities, the local government sector and at other levels of government both State and Federal.
- Manage the Council's Business Continuity Plan and support the integrated planning and reporting framework and associated requirements.

- Manage the internal audit function.
- Develop and support the Council's corporate risk management, ensuring appropriate systems are in place to control all risk exposure and actively drive improvements in risk management practices.
- Facilitate and/or develop integrated business systems that will support effective operations and service provision across Council.
- Undertake and implement appropriate strategic planning and policy development within the areas of responsibility with the successful engagement of stakeholders impacted upon (where applicable).
- Maintain an effective level of working knowledge of relevant legislation and regulations and apply accordingly.

Contracting and Procurement

- Lead the development and implementation of an efficient and compliant procurement and contract management framework, policies, and processes.
- Ensure appropriate contract management systems are maintained in accordance with Council policy including the establishment and maintenance of project monitoring and evaluation systems to ensure appropriate levels of risk management.

Information, Communication, and Technology

- Manage the effective delivery of information systems including the continued implementation of TechOne across both Councils.
- Review and maintain an up-to-date knowledge of the Council's needs in the area of ICT in general and particularly in relation to the Council's network and applications software.
- Ensure the Council's ICT framework provides a high level of effective management of data, information and technology and provide adequate controls, security, and functionality to support the deliverables of the corporate objectives in maximising productivity.
- Facilitate the development and implementation of the ICT strategy and supporting plans and documentation.

Community & Economic Development

- Ensure projects and services are undertaken and provide strategic guidance and advice in the following areas:
 - Economic Development.
 - Investment attraction and facilitation.

- Tourism and Marketing.
- Visitor Information Centre and visitor servicing.
- Community and event grants.
- Project pipeline development.
- External funding securement.
- Planning for Council owned or managed Recreation and Tourism Services.
- Community development and capacity building.

Council and Executive Support

- Provide accurate, timely advice to the Councils, Council Committees, General Manager, and the Senior Leadership Team ensuring the respective Councils decisions are promptly and effectively actioned/implemented.
- Research issues and prepare concise reports and correspondence for the General Manager and Council.
- Prepare reports and presentations as necessary, including at times on matters which may be considered complex.

Governance and Statutory Compliance

- Ensure that Councils comply with their obligations under the *Local Government Act 1993* and other relevant legislation.
- Provide information and advice to the Councils in relation to their governance obligations under the *Local Government Act* and other relevant legislation.
- Ensure both Councils meeting agendas and reports are complete, accurate, are to an appropriate standard and comply with legislative requirements.
- Develop and review governance related policies and procedures.
- Ensure the Councils fulfil their obligations under the *Right to Information Act 2009*.
- Ensure the Council's Delegations and registers are maintained and updated as required.

Other Functions

- Provide support to the operation of the various Committees operating across both Council areas.
- Ensure the effective delivery of the Council records management functions.
- Lead the review and ongoing implementation of the recording keeping plan ensuring compliance with relevant legislation.
- The incumbent may be requested to assist the Councils in responding to an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community. This may involve temporarily working in a different location within the municipalities. Priorities of Council shift during emergencies, and as such, staff may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in the position description. Roles will be within skill sets.

Work Health & Safety

- Ensure all work practices are carried out in a safe manner and in accordance with the Council's work health and safety policies and procedures.

Direct Reports

- Team Leader – Customer and Business Support.
- Team Leader – Community & Economic Development.
- Team Leader – Finance.
- Business Analyst.
- Senior Administration Officers.

Working Relationships

Internal

- General Manager.
- Senior Leadership Team.
- Staff.
- Elected members.

External

- Government departments.
- Community Members.

- Rate payers.
- Politicians.
- Community and Business Groups.

Expected Behaviours

Accountability

- Accepts responsibility for own actions and decisions.
- Delivers on commitments.
- Admits mistakes and uses them as learning opportunities.

Adaptability

- Willingness to accept changes and can readily reset their objectives, priorities, and plans to accommodate new requirements.

Business Ethics

- Demonstrates integrity, honesty, and commitment.
- Models a high level of professionalism and exercises discretion.
- Maintains confidentiality.
- Is prudent in financial dealings.

Communication

- Communicates messages in a clear, concise, and consistent manner.
- Ability to communicate effectively with a wide variety of people.
- Uses the most effective method and style of communication for the audience and situation.
- Utilises effective listening skills and questioning techniques.

Customer Service

- Recognises the diversity of customers and adapts approach and style to meet their needs.
- Consistently demonstrates respect, responsiveness, and professionalism while providing superior services for customers.
- Problems and complaints are acknowledged, and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required.
- Always complies with Council's confidentiality policy when dealing with customer information.

Self-Management

- Proactively plans work and manages competing priorities to ensure deadlines are met.
- Plans and utilises resources in the most effective and efficient way.
- Makes appropriate decisions, taking into consideration impacts and risks.
- Listens to and considers different viewpoints, remaining calm when challenged.
- Alerts the General Manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility.
- Continually looks for opportunities to gain new knowledge and skills.

Teamwork

- Is an active and contributing team player.
- Values diversity and supports different ways of working.
- Proactively shares information, ideas, and experiences.
- Empowers others to succeed and to seek excellence.
- Credits others for their contributions and accomplishments.

Vision and Values

- Shows commitment to Council's vision and values.

Selection Criteria

Qualifications and Licences

- Tertiary qualifications in Business, Finance, or related discipline.
Accounting/Financial qualifications are highly desirable.

- Driver licence.

Experience, Knowledge, and Skills

- A minimum of 3 years' senior management experience. *Experience within local government is highly desirable.*
- A comprehensive knowledge of legislation, regulations, standards, guidelines, codes, and frameworks as applicable to Local Government.
- Demonstrated leadership skills including the ability to provide the team with clear objectives and inspire a positive attitude to work.
- Demonstrated interpersonal skills, which facilitate interaction, cooperation, and trust within relevant groups and individuals including both internal and external stakeholders, and the ability to negotiate and resolve conflict when necessary.
- A record of achievement in a leadership role involving areas such as strategic planning, financial management, ICT, customer service, economic and community development.
- Experience/understanding of the value of financial management reporting processes including the preparation of budgets and financial statements.
- Possess a high level of management and leadership skills including the proven ability to provide direction, mentoring, and support to a multi-disciplinary team of people working in a highly visible area which requires quality results often within tight timeframes.
- Demonstrated ability in initiating and managing change processes and performance management.
- Highly developed conceptual and analytical skills, including the ability to identify emerging issues, trends, and risks, and impacts and the expertise to resolve complex operational program and service delivery issues.
- Highly developed written communication skills including the ability to write in a clear, fluent, and concise manner, produce written communications that are appropriate and readily understood by the intended audience and organise information in a logical manner.
- Excellent oral communication and interpersonal skills with proven ability to liaise with people at all levels.
- Use initiative and act professionally with honesty, integrity, and confidentiality.
- Knowledge of the Microsoft Office suite and cloud-based systems (e.g. TechnologyOne).