



POSITION DESCRIPTION

Position Details

Position Title:	Corporate Services Manager
Reports To:	General Manager Corporate & Community
Department, Section, Stream, Unit:	Corporate & Community, Corporate Services
Remuneration:	Schedule B of the Contract of Employment
Form of Engagement:	Contract of Employment – <i>Senior Managers and Professional Employee - 4 years</i>
Hours of Duty:	Contract of Employment
Place of Employment:	Gayndah
Incumbent:	
Employee No:	

Our Vision

By 2030, the North Burnett will be the region of choice for people to live, work and play.

Our Mission

Council's mission is to lead the region toward a thriving future for us all to enjoy.

Our Priority Areas

Council will achieve our vision by focusing on five (5) priority programs:

1. *Our productive region*
2. *Our happy, healthy and safe region*
3. *Our united region*
4. *Our vibrant and naturally beautiful region*
5. *Our efficient and effective Council*

Position Objectives

- Demonstrate positive and supportive behaviours, consistent with Council's values, towards all staff, Councillors, contractors and community members
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role

- Provide effective leadership and management of the Section. This includes the effective delivery of financial services, rates, payroll, procurement, ICT, records management, risk management, corporate / operational plans / budget, Annual Report, performance management systems, business improvement and projects of Council
- Foster a responsive and customer service orientated approach to service delivery
- Coordinate and implement practices that ensure Council complies with all statutory governance requirements as described in the *Local Government Act 2009* and *Local Government Regulation 2012* and other relevant legislation

Position Requirements

a) Skills & Competencies

- Demonstrated knowledge and experience in the successful delivery of a full range of financial management and accounting requirements as required in the management of a Local Government.
- Superior communication, consultative, interpersonal and negotiating skills (both verbal and written).
- Demonstrated ability to work collaboratively with the executive and management teams at strategic and operational levels.
- Ability to prepare well-developed reports for presentation to the General Manager Corporate and Community (General Manager), Chief Executive Officer and Council.
- Demonstrated initiative and ability to manage time and workload.
- Demonstrated high levels of personal integrity and ethics in contemporary management practice.
- Highly developed organisational and human resource management skills.
- Strong analytical and problem solving ability.
- Very High level of computer based systems skills including business related application software (i.e. Microsoft Office Suite – Current Council (corporate) business system is MAGIQ)
- Demonstrated ability to conceive, deliver and manage operational 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 Council Code of Conduct.
- Demonstrated ability to lead innovation and change and to identify opportunities to strategically improve and develop service provision.

b) Knowledge

- High standard local government administrative systems and processes
- Legislation and standards relevant to local government.
- Financial operations, management and strategy.
- Governance and risk management.
- Corporate and operational planning.

- Information Communication Technology networks and systems.
- Specialist knowledge of operational practices in relation to Council's Financial Management and Accounting Services and forward planning processes and requirements.

c) Qualifications and Experience

- Tertiary qualifications in accounting, finance or business management with extensive relevant experience (at least 5-7 years) plus post graduate qualifications or qualifications/experience.
- Demonstrated ability to lead a Section where multi-tasking is often required to achieve outcomes.
- Current 'C' class open driver's license.
- Experience at middle management level or higher in a local government setting or other multi-functional organisational environment (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 Section by setting a personal example, and specifically for developing competencies in the Section's supervisory teams.
- Providing consistent and thoughtful leadership to the Section to enable the Section to excel in their activities and functions.
- Planning 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.
- Active performance management of all staff within the Section by applying the Council's performance review processes and documentation.
- Assisting the General Manager in the realisation of the Department's strategic direction.
- Mentoring and providing constructive feedback on performance to the Section's 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 Section to see themselves as members of a ONE TEAM organisation, albeit with many parts, all of which contribute valuably to the Council's Vision.

- 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 judgment 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.

Strategy:

- Work collaboratively with the executive and management teams 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 the Section's policies, process, metrics and culture and provide critical analysis and commentary of current trends to the CEO, General Managers, Councillors and Council.
- Identify best value opportunities to ensure that service delivery planning meets the needs of the community.
- Coordinate strategic research and preparation of discussion and issues papers for Council.
- Provide a high standard of strategic technical advice in relation to Council's financial policies and service standards.

Financial Sustainability:

- Effectively implement those aspects of the Council's long term financial strategy and annual budgets as relate to Council and the Section.
- Constantly seek efficiency in all aspects of the Section's resource utilisation, 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 Section's programs are regularly monitored for economy and efficiency and timely, relevant reporting provided.
- Maintain an organisational culture of continuous self-analysis and improvement in order to enhance Council's sustainability.
- Ensure that accurate estimates are prepared for future projects, in close liaison with other Departments as required and the General Manager making due allowance for escalation in costs over time

Risk Management:

- In conjunction with the General Manager Corporate & Community, manage all aspects of the Risk Management Framework and Strategies, ensuring that appropriate systems are in place to control all risk exposures and drive improvement in risk management practices
- Manage Council's insurance program and provide timely advice as required

- Co-ordinate the Business Continuity Plan and participate in the Business Continuity Team
- Ensure documented risk assessments take place consistently for all new or renovation projects at the design stage

Sectional Operations:

- Set and achieve objectives and goals, taking into account organisational and external constraints and opportunities.
- Making sound decisions on complex matters, having regard for all relevant risks, policies, objectives, budgets, corporate direction and stakeholder impact.
- Manage tasks within time constraints, setting priorities to achieve a broad range of outcomes with minimal direction.
- Ensure the development of procedures for routine tasks.
- Effectively manage administrative, technical, budgetary and corporate functions within the Section.
- Recommendations to the General Manager and management on matters related to projects programs or specific sectional matters.
- Assist with the forward planning of the Finance Stream's projects, in regard to estimating and timing of activities;
- Liaise with external authorities and consultants to gain the necessary approvals prior to the commencement of the Finance Steam's projects and ensure programs contained with the Operational Plan are available for delivery in a timely manner;
- Assist with the management of specific projects as determined by the General Manager.
- Attend to ratepayer, resident and customer queries in regard to this area of responsibility.
- Preparation and review of the annual Operational Plan and Annual Report (including financial elements), in conjunction with the General Manager and others.
- Develop processes for timely monitoring and reporting of the Section'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.
- Coordinate contractors and monitor the Section's contractor performance in accordance with specifications and statutory and operational requirements.
- Inspire a spirit of teamwork that reflects enthusiasm to share and join with other Sections of the organisation in order to achieve desired organisational outcomes.
- Ensure the statutory compliance of the Section's functions.
- Provide operational and specialist advice to General Manager and internal and external parties at both strategic and economic levels.
- In conjunction with the General Manager:
 - ◆ Plan and deliver the annual budget for Mayor's approval and Council adoption.
 - ◆ Prepare documents associated with budget adoption.

- ◆ Administer the Loan program.
- ◆ Ensure compliance with Council's statutory reporting requirements (including Fringe Benefits Tax and Payroll Tax).
- ◆ Ensure that timely and relevant financial management reports are prepared and provided to various levels of management and Council
- ◆ Assist Managers with ongoing review of budgets and prepare quarterly budget reviews for Council approval.
- ◆ Prepare in accordance with relevant accounting standards and present proposed Annual Financial Statements by the required date (currently 15 September) and provide all necessary assistance during the audit.
- ◆ Prepare Council's financial documentation for external auditors.
- ◆ Maintain Council's Reserves held for special purposes as adopted by Council.
- ◆ Ensure that Council's financial systems, processes and records (including Accounting Manual) are achieving industry best practise.
- ◆ Provide expert advice and direction to Council staff concerning corporate financial systems and legislative requirements.
- ◆ Act as Council's financial representative as required by Department of Local Government, Local Government Association of Qld and Qld Treasury and Qld Audit Office.
- ◆ Assist in the development of long term strategic plans and policies, mainly from a finance perspective.
- ◆ Maintain the General Ledger including checking of input documents to ensure accurate transaction and data entry.
- ◆ Preparation of all accounting returns including Grants Commission, the QTC Financial Sustainability Forecast, and acquittals.
- ◆ Drive efficient and professional business practices throughout Council.

Stakeholder Relationships and Consultation:

- Provide high level legislative and policy advice to the General Managers, CEO, Councillors and the Council.
- Build positive stakeholder relationship and demonstrate a proactive culture of communication and interaction both within and outside the organisation.
- Apply understanding of the political, social and legal environment and organizational context of Council to all initiatives and actions.

Workplace Health and Safety:

- Ensure safe working procedures and practices are undertaken in all activities in accordance with Council's Work Health and Safety policies and procedures.
- Awareness of and compliance with Council's Occupational Health and Safety Policies and Procedures.
- Safety of public, other workers and self is maintained when performing duties.

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 Department as authorized by the General Manager and/or the Chief Executive Officer.

Accountability

As Corporate Services Manager, you are accountable for:

- Providing strategic leadership to your Section, influencing and leading change.
- Delivering strong political and business acumen.
- Applying knowledge of those people reporting to his/her direct reports in order to support succession planning.
- Coaching your direct reports and mentoring them to grow and develop through the provision of constructive feedback on performance.
- Conducting an annual review of overall performance and timely performance management, as required.
- Providing effective supervision, leadership and motivation.

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 General Manager to confirm your delegations).

Managerial authorities will also be agreed with the General Manager.

The Corporate Services Manager's authorities are:

- Principal assigner of tasks to direct reports.
- Effectively resolve conflict situations and manage disciplinary processes for poor performing direct reports to the role (within Council's protocols and policies).

Performance / Skill Standards

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

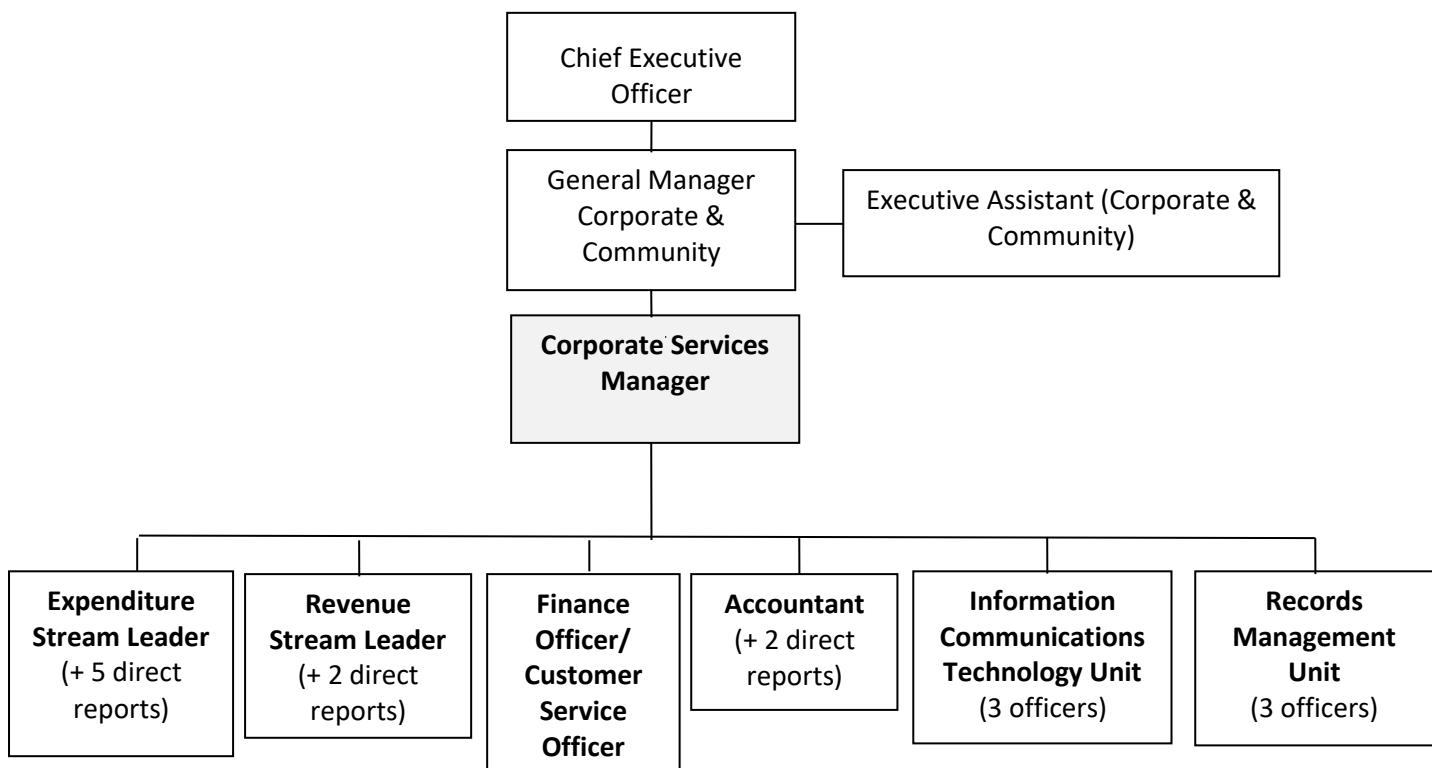
Selection Criteria

- SC1 Tertiary Business Degree and professional accounting qualifications (CPA or CA).
- SC2 Demonstrated 'hands-on' financial management skills and experience in a government sector.
- SC3 Demonstrated superior communication, consultative, interpersonal, stakeholder management and negotiation skills (both oral and written) including the preparation and presentation of reports.
- SC4 Demonstrated ability to work collaboratively with executive and management teams at strategic and operational levels and ability to conceive of and manage strategic planning processes.
- SC5 Experience in the implementation of strategic and operational plans at an Organisational and or Sectional level.
- SC6 Demonstrated time management skills including ability to effectively prioritise and meet multiple conflicting deadlines within tight timeframes.
- SC7 Extensive experience in providing leadership, influencing and leading change, as well as delivering effective and timely performance management.
- SC8 Extensive knowledge and application of Australian Accounting Standards, Australian Tax Legislation, Local Government Act and Finance Standards and computerised information systems.
- SC9 Demonstrated knowledge of best practice financial management processes, budget control, monitoring and reporting for significant projects.

Desirable:

- SC10 Post Graduate qualifications in accounting, finance, management.

The structure of the Corporate Services Section is shown below:



Other Matters

Work Health & Safety Duties

Work is to be carried out in accordance with SAFEPLAN – Council's Work 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 duties 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 annually against the responsibilities, accountabilities, and behaviours defined in this role description; together with a performance plan developed in association with the General Manager.

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 GENERAL MANAGER CORPORATE & COMMUNITY / SUPERVISING OFFICER (if applicable):

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

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: