



**JOB & PERSON SPECIFICATION**  
**GENERAL MANAGER CORPORATE**  
**& COMMUNITY SERVICES**

**JULY 2010**



## POSITION DESCRIPTION

**POSITION:** GENERAL MANAGER CORPORATE & COMMUNITY SERVICES

**CLASSIFICATION:** Senior Officer

**Department:** Corporate and Community Services

**Location:** Mallala

### Organisational Context

As a member of the senior executive team, the General Manager will participate in, and contribute to the overall strategic management of the Council, and oversee the management of all staff engaged within the Department. Specific areas or responsibility include :-

- administration & records;
- rates;
- information technology;
- human resources & payroll;
- occupational health welfare & safety;
- finance;
- governance & risk management;
- customer services;
- library;
- communications;
- fleet administration;
- community waste management system.

### Position objectives

- provide leadership to department staff in achieving the Council's Vision through development and delivery of Council's Strategic and Business Plans;
- lead the financial management of the organisation;
- develop a strong customer service culture;
- compliance with all relevant statutory requirements.



## POSITION DESCRIPTION

### Key Responsibilities

#### Corporate Leadership

- as a key organisational leader, drive achievement of the Strategic and Business Plan and the development of a constructive organisational culture;
- benchmark and lead continuous improvement, particularly in customer relations, including building the profile of Council as Community and Local Government industry leader;
- develop management, financial and operations processes and systems required to increase the measurable effectiveness of the Council ensuring that business practices and operational and financial performance are at best practice standards;
- strive to extend and improve organisational performance and identify opportunities to work in partnership with all functions across Council;
- continually plan for how the future within Council will look, by fostering of an awareness of future competitive pressure, changing client demands, Government influences, new technology and regularly updating strategic and business plans.

#### People and Change Management

- develop an organisational culture that values achievement and personal growth as a key to individual, team and organisational success, and places importance on shared learning;
- lead the development and implementation of contemporary people management strategies that will result in a workforce that meets benchmarks for workplace satisfaction and productivity;
- support the management team in developing personal accountability across Council's operations by providing timely and well-informed advice, effective decision-making, coaching, mentoring and issue resolution;
- provide a focus on people development and performance management. Champion continuous process improvement in the Department with particular focus on building ownership of performance management and key performance indicators;
- implement process re-engineering to develop efficient quality processes with a strong customer focus;
- promote and foster change strategies to ensure ownership at an operational level;



## POSITION DESCRIPTION

- provide a role model for all staff by :-
  - demonstrating a willingness to confront issues and deal with them objectively and honestly.
  - actively seeking out measurable feedback from staff on demonstrated people management practices and acting on this feedback.
  - showing profound levels of self-awareness and empathy.
  - involving others in decisions and promoting open discussion.
  - valuing self set goals and the acceptance of individual responsibility.
  - demonstrating exemplary time management, project management and planning skills.

### **Communication**

- communicate in a confident, natural style with an ability to 'think on your feet';
- use excellent communication skills (both written and oral) that show a thorough understanding of audience needs and motivations;
- build a communications strategy, which facilitates integration and enlists the support of diverse teams.

### **Operations Management and Planning**

- develop and review corporate planning and policy initiatives, and performance standards;
- develop and effectively manage annual capital and operational budget and facilitate ongoing monitoring, review and status reporting in keeping with agreed corporate performance standards and expectations. Ensure preparation of annual management plan and other statutory plans as required;
- account for and report on agreed performance targets;
- actively seek opportunities to participate in external review activities;
- ensure higher order reporting on matters of regulatory, operational and legislative compliance;
- effectively oversight major projects ensuring viable and sustainable outcomes based upon broad stakeholder input and regular reporting to the Chief Executive Officer, Council and other stakeholders;
- the ability to achieve and maintain alignment between strategic direction and operational initiatives and plans;
- constructively respond to the needs of all interested parties within commercial restraints and in line with Council's vision and values;
- apply EEO and OHS&W and ethical practice policies and principles.



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### Requirements of the Position

- attendance at Council and Community meetings.

### Organisational Relationship

- reports to Chief Executive Officer;
- supervision – Corporate & Community Services staff;
- internal liaisons – all Council staff, Elected Members;
- external liaisons – community, public and private sector.

### Accountability and Extent of Authority

- the General Manager is accountable for all decisions which relate to the operation of the Directorate, based on the incumbent's expert knowledge with guidance from the Chief Executive Officer;
- this position is part of the Council's Executive Team and as such is accountable to the Chief Executive Officer.



## PERSON SPECIFICATION

### Skills and Knowledge

The incumbent of this position requires a high level of demonstrated competency in :-

- organisational Development and Cultural change;
- leadership and Management Development including coaching and mentoring;
- strategic management;
- the application of innovative solutions to complex and wide-ranging problems;
- the practical application of leading edge management practices integral to the effective delivery of services, operations and performance management;
- communication skills including – verbal, written, public speaking, negotiation, counselling and conflict resolution;
- promoting and achieving best practice in organisational and business reform;
- Council and community liaison;
- effective decision making;
- information management systems, employee relations and financial management;
- policy development and interpretation;
- computer literacy, the ability to operate in a Windows and Microsoft Office environment;
- comprehensive knowledge of the financial and accounting provisions of the Local Government Act, 1999, (as amended), Local Government Accounting Regulations 1999, Australian Accounting Standard No. AAS27 employment legislation and Awards relating to Council to enable interpretation for work purposes;
- sound knowledge and understanding of the internal control requirements of accounting systems;
- sound knowledge of banking systems and other commercial practices in accounting, accounting standards, procedures and practices;
- working knowledge of Local Government administration.

### Qualifications and Experience

- extensive senior experience in local government or equivalent environment;
- possession of an appropriate degree and post graduate qualifications in management;
- eligibility for membership of an appropriate professional institute;
- possession of a current Class C drivers licence.



## PERSON SPECIFICATION

### Occupation Health, Safety & Welfare

- assist in the provision and maintenance of a safe working environment for all employees of Council in accordance with the Occupational Health, Safety and Welfare Regulations 1985 by :-
  - performing duties in accordance with the Regulations, Council's Codes of Practice, policies and procedures;
  - participate in safety training in consultation with the Occupational Health Safety and Welfare Coordinator;
  - assist with regular audits of work procedures, equipment and workplaces;
  - monitor occupational health and safety within the area of responsibility.

### Performance Evaluation

Performance evaluation shall occur in accordance with the principles of Council's Performance Evaluation System and the terms of the employment contract. The system involves regular performance reviews based upon assessments against agreed criteria. The criteria will be negotiated between the General Manager and the Chief Executive Officer within three months of appointment. The criteria are outlined in a Performance Plan which will be completed in accordance with the appropriate clause of the Contract of Employment.

### Hours of Work

The General Manager will be required to work a varied and flexible range of hours in order to satisfy the demands of the position.



## KEY SELECTION CRITERIA

1. Proven record of success in leadership, performance and change management particularly in regard to the development of a work culture that values innovation, achievement, personal growth and customer service excellence.
2. Demonstrated strategic thinking, planning and implementation abilities complemented by the application of contemporary management principles in a local government or equivalent public sector environment.
3. Proven ability to deliver best practice business results and identify innovative measures for continuous improvement.
4. Proven record of success in people management within a multi-disciplined organisation, including coaching/mentoring, group development, conflict resolution, and empowering skills.
5. Proven ability to work with and within legislation, including industrial relations, OHS&W, EEO and Risk Management principles.
6. Proven high level skills in all facets of communication and negotiation.
7. Proven financial planning and financial management skills in a multi-disciplined organisation.
8. Significant senior experience in Local Government or similar.
9. Ability to provide policy advice.
10. Proven ability to apply relevant specialist knowledge and expertise in decision making and planning.
11. Relevant tertiary qualifications, IT and computer skills and post graduate management qualifications.

**Note: Applicants should address the key selection criteria in their application.**



## HOW TO APPLY

Applications should be forwarded to Andrew Sullivan by e-mail to [12969@hender.com.au](mailto:12969@hender.com.au)

Telephone enquiries are welcome on (08) 8100 8865.

### **Please note**

Your application will be automatically acknowledged by a return e-mail.