

Position Description

Director Corporate Services



Directorate	Governance
Location	BERRIGAN
Classification/Grade/Band	Director Corporate Services
Position Code	DCS
Date position description updated	20.08.2024

Council overview

The Berrigan Shire Council is a rural community with a population exceeding 8,500 and comprising the four towns of Finley, Berrigan, Tocumwal and Barooga; bordered by the Murray River and bushlands in the south and surrounded by dry and irrigated farming lands.

Council values

Teamwork

A collegiate workforce who are passionate about their community, are approachable to internal and external stakeholders and who are flexible enough to support the service delivery outcomes of Council regardless of position title

Reliability

Trust is generated by a knowledgeable and competent workforce who are willing to help others as necessary and within their skill sets, abilities and delegations.

Honesty

A working environment where loyalty and integrity are rewarded and staff are brave enough to question why, allowing everyone space to commit fully to agreed service delivery outcomes

Service

Service is the core of our commitment to the community and is well considered and strategic in its delivery

Primary purpose of the position

The purpose of this position is to lead and empower our Council team to build a better future for our community. To fulfil this purpose it is expected the DCS will provide leadership to the internal service functions of Council on behalf of the Chief Executive Officer (CEO).

Committed to ensuring the best value for residents in the Berrigan Shire the DCS will provide professional advice and expertise to Council and Council Officers on all matters relating to the financial management of Council and its operations. The position is also responsible for the providing leadership and operational directions for the following Council Services:

- Customer Experience
- Information Technology
- Records Management
- Governance
- Communications & Engagement
- People and Culture

The position will provide leadership and direction to staff to achieve the successful delivery of Council's strategic outcomes, projects and programmes.

The position is specifically responsible for fulfilling the statutory and regulatory requirement of Public Officer, Right to Information Officer, Complaints Coordinator and Disclosure Coordinator.

The position will be focused on the continuous improvement of Council's operations overall.

Key accountabilities

Finance

- Report to the CEO, and Council on accounting changes or best practice recommendations which may affect Council's financial management arrangements
- Oversee the review of Council's financial policy and procedure framework and ensure review occurs at least once every four years.
- Ensure the efficacy of Council's Long Term Financial Plan and advise the CEO, and Council of any significant changes to Council's financial position, including providing expert advice regarding management solutions and options
- Provide strategic and operational advice regarding the Council's finances to the CEO, and Council.
- Oversee the review, development and application of Council's Fees and Charges, ensuring those fees and charges reflect the costs of Council's delivery of relevant services
- Investigate opportunities, identify risks and advise on appropriate financial management of Council's case and investments
- Manage the Council's financial functions, including accounting, rating, debtors, creditors, payroll and procurement.

Statutory Positions

- Public Officer
- Right to Information Officer
- Disclosures Coordinator
- Complaints Coordinator
- Privacy Coordinator

Customer Experience

- Ensure the effective management of Council's Customer Experience team
- Deliver the outcomes of Council's Customer Experience Charter
- Ensure the link between Customer Experience and the rest of Council's functional and operational roles work effectively and deliver quality outcomes for the Berrigan Shire Council

Information Technology

- Oversee Council's Information and Communication Technology framework.
- Ensure Council's ICT framework contributes to and facilitates an effective and positive online presence and provides convenient and efficient communication channels for information transactions.
- Ensure Council's ICT framework provides a cost effective package which maximises productivity for staff and Council's operations, whilst meeting customer expectations. The system will reflect a cloud based environment and consider mobile computing solutions.
- Ensure the security and integrity of Council's ICT systems including cybersecurity management.
- Oversee the preparation of the budget for Council's ICT function

Strategic Communications & Engagement

- Ensure Council's communications internally and externally reflect the customer experience charter and expectations of Council.
- Ensure Council's interaction with media representatives align with Council's core messages and desired community outcomes.
- Oversee Council's engagement inline with IAP2 standards.
- Oversee and direct Council's social media presence and ensure positive community messages align with Council's desired outcomes.
- Provide comment and interviews with media outlets when the CEO or Mayor are not available, where the area of question is within your expertise and / or during times of emergency.

Cemetery Management

- Oversee the management of Council's cemeteries and ensure adequate supports and processes are in place for Council's employees dealing with cemetery management

People and Culture

- Collaborate with the leadership team to understand how Council's Workforce Strategy affects Council's staffing, recruitment and retention practices.
- Assists the CEO plan, lead, develop, co-ordinate and implement policies, procedures, training, initiatives and surveys to support Council's human resource compliance and strategy needs,
- Oversee the administration of human resource programs (including but not limited to employee health and wellbeing, disputes and investigations, reward and recognition, and training and development)
- Monitors and Council's compliance with Federal, State and local employment laws and regulations.
- Assists with the development of human resource management budget, including mandatory and prescribed training.

Leadership

- Provide advice to the CEO, and Council on matters within sphere of control.
- Lead delegated projects areas across the functions Corporate Services, considering their effect on other divisions of Council's Organisational Structure
- Liaise with staff, Councillors, the community and internal stakeholder on the delivery of key operational responsibilities.
- Engage and consult with internal and limited external stakeholders to identify their requirements and use this information to enable organisational direction, strategy and action.
- Develop plans and policies to meet the requirements of legislation and the needs of the community.
- Participate as an active member of the Executive Leadership Team to ensure the efficient planning and implementation of Council's corporate objectives.
- Exercise all delegations effectively.
- Provide regular, timely and authoritative reports to Council as required.
- Attend meetings of Council and other internal and external meetings as may be required.
- Take all reasonable actions to limit Council's exposure to public liability and professional indemnity and other insurance claims where practicable.

Staff Management

- Motivate staff to achieve quality outcomes.
- Foster a co-operative, collegiate and innovative culture.
- Monitor and evaluate performance of staff against goals and objectives and ensure appropriate levels of staff training and development are maintained.
- Provide regular feedback in a way which promotes future co-operation and improved performance including acknowledging achievements and taking remedial action where necessary.

Key challenges

- To lead and empower our Council team to build a better future for our community
- Managing change whilst maintaining a focussed and high functioning work environment
- Effective integration of strategic planning to align with long term financial sustainability
- Balancing numerous competing priorities and demands on time and attention
- Enabling cultural improvement of the workplace whilst setting clear expectations of all employees.

Key internal relationships

Who	Why
Chief Executive Officer	<ul style="list-style-type: none"> • Direct Supervisor • Provide effective and timely advice regarding all areas of responsibility • Receive advice and report on the status of strategic objectives
Executive Leadership Team	<ul style="list-style-type: none"> • Seek feedback regarding status of projects; • Provide advice and leadership to team members in your areas of expertise • Liaise regularly to discuss issues in the workplace; • Advise on changes to work processes/projects. • Provide support as necessary
Council	<ul style="list-style-type: none"> • Provide timely, effective and authoritative advice within your areas of expertise • Develop excellent relationships to ensure Councillor representatives are able to make effective and efficient decisions related to the delivery of your areas of responsibility • Provide timely, accurate and effective reports for Council meetings, including authoritative recommended actions; • Advise on the impacts of legislative changes in areas of expertise; • Advise on the status of Council's Operational Plan and Community Strategic Plan
Corporate Services Team	<ul style="list-style-type: none"> • Supervise and manage the Corporate Services team to deliver efficient and effective service deliver and continuous improvement of functionality • Set strategic direction, team priorities and expected delivery outcomes

Who	Why
Internal Stakeholders	<ul style="list-style-type: none"> Resolve workplace issues where they are raised to your attention Ensure the Corporate Services Team provides high quality support and functionality to the other Directorates of Council to support their service delivery outcomes.

Key external relationships

Who	Why
Statutory Authorities and Industry Associations	<ul style="list-style-type: none"> To keep abreast of new developments and changes to work processes; Develop and maintain an effective relationship with external auditors; Ensure statutory reporting is undertaken to meet required timeframes and build effective relationships with those government authorities and representatives
Audit, Risk and Improvement Committee	<ul style="list-style-type: none"> Reporting Council's current financial position and providing assessment of Council's long term financial sustainability Providing accurate and timely reports to allow ARIC to make considered recommendations to Council regarding its financial position Assess and provide authoritative advice to the Committee regarding Council's current and long term financial position and sustainability. Provide advice and guidance regarding Council's investment strategy Develop quality relationship that allow for honest communication.
Bendigo Bank	<ul style="list-style-type: none"> Manage the activities of the Bendigo Bank Agency Negotiate the terms of the Bendigo Bank Agency agreement to ensure the cost to Council is sustainable in the long term. Negotiate the terms of the Bendigo Bank Agreement to ensure managing the Agency is at minimum cost neutral to Council

Decision making

Delegated authority to (subject to compliance with legislation):

- Apply delegations as provided and agreed through Council's Pulse Delegation framework.
- Manage and take People and Culture actions as required, other than dismissal as per Council's delegation framework.
- Manage matters of non-compliance with Council's Code of Conduct and other policies, unless CEO involvement is required.
- Authorise payments on Council's Bank Account
- Reply to correspondence, and refer correspondence without prior consideration of Council.
- Implement any work, service or action provided for in the adopted Integrated Plan without further reference to Council (with exceptions as outlined in Delegations of Authority).
- Enforce payment of rates.

Reports to

Chief Executive Officer

Direct reports

Five:

- Finance Manager
- Manager of Governance and Communications
- People and Culture Coordinator
- Information Technology Project Manager
- Procurement Officer

Estimated number of indirect reports

Twenty:

- Accountant
- Customer Communications Coordinator
- Finance Team Leader
- Finance Coordinator
- Finance Trainee
- Grants Officer
- Revenue Officer
- Administration Officer – Accounts
- Administration Officer – Collections
- Administration Officer – Depot & Procurement
- Cemeteries Officer
- Communications Engagement Officer x 2
- Governance Officer
- Records & Governance Officer
- Customer Experience Officers x 3
- Information Technology Officer
- People and Culture Officer

Budget (operating and capital expenditure)

Authority level A in accordance with Council's procurement procedures, subject to legislation, Council budget and delegation:

- Unlimited Capital expenditure
- Unlimited Operating expenditure

Essential requirements

Tertiary qualification in Accounting or Business

Excellent understanding of local government finances with ability to provide accurate and reliable advice on Council's financial position, investments and long term financial planning.

Considerable senior management experience leading a multi-disciplined team;

Demonstrated experience in local government including an understanding of the statutory environment, community expectation and government directions;

Demonstrated effectiveness in services deliver and meeting performance targets;

Demonstrated ability to align and implement strategic plans to achieve long term sustainability; with a particular emphasis on the integration of financial management systems

High level interpersonal skills including the ability to communicate effectively (both verbal and written) with all levels of a multi-disciplined team and a diverse community

Highly developed oral and written communication skills with a demonstrated ability to prepare complex reports and documents






Commitment to customer service, teamwork, safety and workplace equity and diversity

Current Australian Drivers Licence

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. Refer to the next section for further information about the focus capabilities

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

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Highly Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community, make an impact and advance the organisation • Models initiative and decisiveness • Applies and shares knowledge gained through experience and exposure to experts, colleagues and stakeholders • Proactively seeks opportunities for growth for self and others • Actively seeks, reflects and acts on feedback, showing a strong capacity and willingness to modify behaviour • Works to apply strengths and mitigate weaknesses and limitations
Personal Attributes Demonstrate Accountability	Highly Advanced	<ul style="list-style-type: none"> • Acts in the public interest at all times • Is prepared to act and take ownerships for difficult decisions • Supports and stands by people in the organisation who have made an honest mistake • Creates a climate in which people feel supported to take responsibility for outcomes • Establishes effective governance systems to ensure safe work practices and to mitigate and manage organisational risks
Relationships Community and Customer Focus	Highly Advanced	<ul style="list-style-type: none"> • Creates an organisational culture which embraces high quality customer service • Ensures that management systems, processes and practices drive service delivery outcomes • Ensures that community and customer needs are central to strategic planning processes • Establishes systems to set and monitor service delivery standards in line with customer and community expectations • Ensures council services contribute to social, environmental and economic sustainability in the community/region
Relationships Work Collaboratively	Highly Advanced	<ul style="list-style-type: none"> • Communicates the expectation of collaboration across the organisation • Celebrates successful outcomes of collaboration across the organisation, region and sector • Establishes systems, structures and practices to facilitate sharing and learning across the organisation, region and sector • Develops respectful relationships with stakeholders who hold different, even directly conflicting, views • Sets a tone of inclusiveness and an expectation that all staff respect diversity in people, experiences and backgrounds.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Highly Advanced	<ul style="list-style-type: none"> • Quickly grasps unfamiliar concepts and deals comfortably with complexity • Demonstrates deep knowledge and expertise across numerous subject areas • Critically analyses information and seeks diverse perspectives to formulate effective responses to police issues • Identifies and evaluates broader impacts of proposed policies and solutions • Makes good decisions based on available evidence, observed patterns and evaluation of risks and benefits
Results Deliver Results	Highly Advanced	<ul style="list-style-type: none"> • Creates a culture of achievement by setting stretch goals and high expectations for self and others • Shares leadership responsibility and decision making authority, where possible • Drives organisational activity in an environment of ongoing change and uncertainty • Identifies and removes potential hurdles to achievement of sustainable outcomes
Resources Finance	Highly Advanced	<ul style="list-style-type: none"> • Sets organisational strategies and plans with reference to key financial indicators • Ensures that strategic decisions are made with appropriate advice from finance professionals • Identifies the most appropriate financing and funding strategies to meet operational and capital needs • Inspires a culture which respects the obligation to manage public monies and other resources responsibly • Establishes effective governance to ensure the ethical and honest use of financial resources • Actively pursues financial risk minimisation strategies, plans and outcomes.
Resources Procurement and Contracts	Highly Advanced	<ul style="list-style-type: none"> • Ensures procurement and contract management policy and practices are in line with guidelines • Ensures effective governance of procurement processes and management of supplier and contactor performance • Monitors and evaluates compliance with and effectiveness of procurement and contract management policies and procedures

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.
Workforce Leadership Lead and Manage Change	Highly Advanced	<ul style="list-style-type: none">• Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences• Analyses the change context to develop the right change approach for the organisation, community and region• Ensure regular communication throughout the change effort to build awareness, understanding, support and commitment• Ensures organisation structures, systems, process and leadership are aligned to support and embed changes• Anticipates, plans for and addresses cultural barrier to change

Approved:
Karina Ewer

Signature:

Date:

Accepted:

Signature:

Date:

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