



GENERAL MANAGER – CORPORATE SERVICES

JOB & PERSON SPECIFICATION

JULY 2022



The following corporate values and behaviours underpin the working environment at Campbelltown Council and assist us in delivering our vision:

Respect, Integrity, Teamwork, Leadership, Customer Focus

POSITION: GENERAL MANAGER – CORPORATE SERVICES

REPORTS TO: CHIEF EXECUTIVE OFFICER

Department/Section

The Corporate Services division incorporates the internal Council functions of People & Culture, Finance, Governance and IT.

Objective(s)

The General Manager – Corporate Services will lead and inspire a leadership team (departmental Managers) who create and implement the strategies that govern the day-to day operational activities of the Council administration.

This objective reflects the following accountabilities:

Provision of Advice and Information

The provision of high quality professional advice to the Chief Executive Officer and Council regarding the strategic management of the Corporate Services department.

Be able to strategically balance the regulatory local government framework with an entrepreneurial mindset to challenge the status quo and identify new opportunities.

Asset Protection

To ensure that the assets of Council are secure and that liabilities are effectively controlled.

Policy Formulation and Implementation

The preparation and implementation of policies, procedures and systems which ensure sound financial control and the achievement of the strategic goals of Council.

Long Term Planning

Contribution to the development of long term plans and strategies for the Campbelltown City Council. The provision of short and medium financial forecasts, which will enable Council to make informed decisions about the future.

Development and maintenance of an up to date Business Plan for each Department within Corporate Services detailing the aspirations and objectives to be achieved.

Financial Management

The effective management of the preparation and maintenance of Council's budgets, and the monitoring and advising of management on progress against approved budgetary expenditure.

Insurance and Investment

The effective management and control of Council's insurance portfolio and investment strategies.

Information Systems

The management and strategic development of Information Systems and to ensure appropriate and timely services are provided to the community and internal users.

Continue to research current Information Systems that will improve efficiencies and outcomes for users.

Records Management

The management and strategic development of Records Management to ensure appropriate and timely services are provided to the community and internal users.

Managing Team/Staff

The application of modern management practices in providing leadership and direction within the Corporate Services Team, ensuring that challenging targets are set and achieved.

Lead, coach and inspire Departmental Managers to promote increased employee engagement that works towards City of Campbelltown being an employer of choice.

Work Health and Safety

Ensure workplace risk controls are implemented and maintained within area of responsibility. Promote Work Health and Safety initiatives and adherence to all WHS policies, practices and procedures.

Equal Employment Opportunity

Promote and encourage adherence to Equal Employment Opportunity legislation and Council policies to ensure a workplace free of discrimination and harassment.

Risk Management

Comply with Council's Risk Management Policy and Risk Management framework to protect the interests of residents and the general public.

Understand and apply the principles of Risk Management within areas of responsibility and ensure these principles are applied to your strategic decision making.

Sustainable Excellence

Commitment to, and leadership of, Council's continuous improvement initiatives.

JOB REQUIREMENTS

Skills/Knowledge

Highly developed analytical skills, being able to evaluate information and present findings relevant to the audience.

Highly innovative, naturally able to provide creative and conceptual solutions. Broad strategic thinking and possess entrepreneurial skills and characteristics.

Highly motivated and proven abilities around the establishment of strong connections and relationships with others.

Strong "finishing" skills, being able to focus on the detail and completion of projects on time, whilst ensuring compliance standards and regulatory requirements are achieved.

Able to be assertive when required in order to provide clear and decisive direction to a team.

Being innovative and being able to take ownership of opportunities to do things differently when outcomes aren't achieved.

Leadership capabilities, be able to drive, coach and engage staff to achieve departmental objectives and outcomes.

Experience and/or Qualifications

Essential

Bachelor degree in finance/accounting, business, marketing or related qualification.

Previous experience at a Senior Management level overseeing multi-disciplinary teams.

Key Responsibilities

Relationships with Council, the Chief Executive Officer and the Executive Management Team.

Provide regular and ad hoc reports to Council, which accurately report on progress and issues, associated with the management of the finances of the City.

Ensure the Chief Executive Officer is informed of legislative changes which impact on the Council in particular financial, governance and records management areas.

Ensure that Council's and the CEO's decisions, programs and policies are implemented.

Provide advice to the Chief Executive Officer keeping him regularly informed on issues which have a significant impact on Council finances and operations.

Contribute to the meetings of the Executive Management Team in pursuit of Council goals.

Provide support to Council and other members of the Executive Management Team.

Promote and support at an executive level the implementation of People & Culture strategies that are designed to drive a results-oriented and values driven organisational culture which aims to have Campbelltown City Council an employer of choice.

Corporate Management

Provide accurate and timely budget estimates to the Chief Executive Officer.

Ensure Departmental activities approved by Council are carried out in accordance with the Departments Business Plan within budget limits, reporting on significant deviations from budget approvals and actions taken.

Ensure an effective system of delegation is in place within the Department, and that it is regularly monitored and supported.

Adopt a risk management approach to corporate matters including investigation, documentation and appropriate action for all risk issues raised in order to minimise or reduce exposure to unnecessary (un-managed) risks.

Translate the strategic directions of Council into shorter-term operational plans and schedules for each department of responsibility.

Prepare and submit to Council for approval financial statements and reports and strategic documents/plans as required by legislation.

Oversee Council's budgeting system and ensure the preparation of budgets and budget comparison statements, and such other reports as required, are presented to Council in an appropriate format.

Oversee Councils Information Systems and Records Management responsibilities to ensure legislative compliance and efficient record retrieval when required.

Prepare strategies and recommendations for the investment of funds and oversee the management of cash flows and investments to maximise returns to Council.

Manage Council's insurance portfolio to ensure that adequate cover is maintained to minimise Council's exposure.

Design and develop regular, accurate and meaningful reports in all areas of Finance including revenue, expenditure, property and capital assets.

Prepare regular financial summaries or reports for the Chief Executive Officer and other departments.

Undertake financial investigations on behalf of the Chief Executive Officer and department managers into various operations with the objective of identifying efficiencies.

Establish and maintain productive relationships with relevant government agencies and Departments.

Monitor the performance of contracted work ensuring adherence to contractual conditions and the delivery of quality services.

Team/Staff Relationships

Provide leadership which creates a climate in which staff perform in a positive, productive and engaged manner.

Ensure effective and efficient structures and delegations are in place, where staff feel empowered to make decisions and feel responsible and capable to achieve outcomes.

Encourage a culture where both formal and informal performance reviews are conducted with direct reports and honest, constructive and improvement focused discussions are encouraged.

Provide developmental opportunities designed to enhance individual performance and career opportunities.

Encourage a team approach at all levels, promoting initiative within agreed and defined guidelines.

Develop and foster a commitment to 'Sustainable Excellence' and customer service.

Continuous Improvement

Formulate and implement strategies for the effective introduction and control of best practice work practices by all staff.

Provide training for staff in the skills and competencies required for implementing best practice work practices.

Encourage and cultivate a culture which has a clear focus on continuous improvement and the delivery of services with a strong customer orientation.

Create an environment in which innovation and personal initiative are encouraged and rewarded.

Organisational Relationships

Reports to: Chief Executive Officer

- Direct Reports: Manager People and Culture
- Manager Finance
- Manager Governance
- Manager Business & Technology Services

Other Key Stakeholders: Other General Managers; Managers; other Council staff; Elected Members; consultants; government organisations; and members of the public.

Performance / Skill Standards

Relationships with Council, the Chief Executive Officer and the Management Team.

Focus: Overall contribution to the operations of Council through co-operative and productive relationships.

Measures:

Quality and timeliness of personal contributions and advice to meetings of Council and the Executive Management Team.

Relevance and currency of policy affecting financial, and administrative activities, and the degree to which directions determined by Council and the Chief Executive Officer are understood and implemented.

Development of performance indicators for the Department, their appropriateness and use in the evaluation of the Department's performance.

Empathy and degree of co-operation between the General Manager Corporate Services, the Chief Executive Officer and Executive Management Team.

Corporate Management

Focus: The ability to manage the resources of the Department in the achievement of the Corporate Goals.

Measures:

Quality and accuracy and achievement of outcomes contained within each of the Department's Business Plans.

Accuracy, clarity and timeliness of budget estimates provided to the Chief Executive Officer.

Quality, accuracy and timeliness of feedback provided on significant deviation from business plan and budget approvals, and actions taken.

Degree to which financial targets are met or exceeded.

Staffing levels, reporting relationships and delegations.

The timeliness of the production of Departmental Programs and the degree to which they are pursued and reviewed.

Use of risk management approach and documentation of investigation and actions undertaken in order to minimise risks.

The level of satisfaction of internal and external customers with the service provided by Corporate Services staff.

Employee engagement and overall satisfaction is measured annually, improvement strategies are identified, implemented and measured.

External Relationships

Focus: The establishment and maintenance of productive relationships with external agencies and ratepayers, achieving quality customer service levels.

Measures:

Effectiveness of communication with customers, external agencies and the general public.

The level and quality of services provided to customers in terms of standards determined by the Council.

Feedback obtained on customer satisfaction levels, and the appropriateness of responses to that feedback.

Public relations, and the image of Council established through contact with the community.

Commitment of the Department to exceed customer service expectations.

Relationships with Employees

Focus: The establishment and maintenance of a highly motivated customer focussed staff within a healthy and safe working environment.

Measures:

Employee motivation, competence and commitment to continuous improvement and productivity gains.

Annual performance appraisal and associated training and development of staff reporting directly to the position.

Provision of a safe and healthy working environment.

Disciplinary actions and level of industrial harmony, including relationships with employee bodies.

Awareness of, and responsiveness to, the external environment.

Communication effectiveness and quality of interpersonal relationships with peers and staff.

Personal Competencies

Focus: The manner in which the General Manager Corporate Services uses personal knowledge and skills.

Measures:

Initiative shown in planning and implementing innovative actions.

Effective application of rational problem solving and decision making skills to organisational problems.

Capacity to maintain efficient and productive outputs during times of pressure.

Ability to communicate effectively with staff, the community and elected members.

Adaptability and flexibility in dealing with organisational issues.

Work Health Safety

In relation to WHS (Work Health Safety), Managers /Team Leaders/Coordinators are responsible and accountable for:

Taking reasonable care for his or her own health and safety.

Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.

Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WHS Act.

Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Carrying out their roles and responsibilities as identified in the WHS & Injury Management Program, Policies and Procedures including taking reasonable care to protect the health and safety of both themselves and others in the workplace.

Participating in training to assist themselves and their workers to fulfill their WHS & Injury Management roles and responsibilities as identified in the relevant WHS & Injury Management Program, Policies and Procedures.

Identifying and reporting health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

Ensuring workplace risk controls are implemented and maintained within their areas of responsibility.

Correctly using all appropriate equipment provided and adhering to instructions issued to protect the health and safety of the staff member and others in the workplace.

Assisting with the rehabilitation and return to work of staff suffering work related injuries.

Ensure workplace injury management procedures are applied when staff are injured at work, including the provision of suitable duties for staff returning to work following work related injury or illness.

Attending injury management training as arranged.

Council Policy's, Procedures and relevant legislation

Comply with Council's Risk Management Policy and Risk Management Framework to protect the interests of residents and the general public.

Understand and comply with Council's policies and procedures at all times (including but not limited to Equal Employment Opportunity, Code of Conduct for Employees etc).

The incumbent is responsible and accountable for adequately managing the official records he/she creates and received according to relevant legislation, policies and procedures.

Continuous Improvement Initiatives

Commitment and contribution to Council's Continuous Improvement Initiatives.



HOW TO APPLY

Applications should be addressed to Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Bernie or Andrew Reed on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.