

Job and Person Specification

Position:	Corporate / Business Services Manager
Department:	Corporate Services
Reports to:	General Manager
No of Direct Reports:	Approx. 8 employees
Award / Level:	Local Government Award 2020

Position Objective

As the Manager Corporate / Business Services you play a key role in supporting Council to deliver its strategic objectives while realising quality outcomes for the community.

Reporting to the General Manager this role leads key corporate services functions including Finance, Corporate Planning & Reporting, ICT, Risk Management including WH&S, Customer Service, Records Management.

The Manager will ensure that the organisational planning and support systems of the Council providing an efficient and effective platform for the operations of all departments.

Developing the customer service approach and culture of the organisation is a cornerstone of all management positions and the Manager will provide leadership, support and direction in accordance with agreed organisational values and explain how we go about our work "Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions.

1. Governance & Corporate Planning

1.1. Strategic & Corporate Planning

- 1.1.1. Participate in the development, implementation and review of the Break O'Day Strategic Plan and Municipal Management Plan.
- 1.1.2. Support the development of the four year Corporate Plan so that it is informed by the outcomes of past annual reporting.

1.2. Financial planning and strategy

- 1.2.1. Ensure the development and implementation of compliant financial management strategies that strengthen the Council's financial position and long-term sustainability.
- 1.2.2. Provide expert advice and support to the Management team on financial monitoring, planning, budgeting and analysis for Departments and activities.
- 1.2.3. Coordinate the flow of information to ensure that the LTFP is maintained such that it reflects the current situation of Council, supports informed decision making and meets the State Government requirements for Local Government.

1.3. Systems & Policies

- 1.3.1. Manage Council's planning and reporting system which provides the basis for annual planning & reporting; actioning Council Resolutions; grants management; risk management; and Council policies.
- 1.3.2. Develop and implement systems and processes to ensure that Council's planning and reporting processes are integrated.
- 1.3.3. Liaise with all Departments and relevant staff to implement business systems that

- capture measures for reporting on business performance.
- 1.3.4. Oversee the administration and support for Council's Policy Register; coordinating the development, maintenance and ongoing review of policies; and operation of supporting procedures.
- 1.4. Governance
 - 1.4.1. Prepare high standard reports for submission to Council and relevant government agencies and stakeholders.
 - 1.4.2. Provide accurate, timely, professional guidance and advice to the General Manager, Management team and Council with respect to matters likely to affect the delivery of services or functions under the control of the department.

Performance Measures:

- a) *Identified plans are established and implemented which reflect the priorities of Council*
- b) *Statutory planning and reporting requirements are met and reporting is timely and useful to recipients*
- c) *Extent of integration of quality system activities across the organisation.*

2. Business Management Support

2.1. Accounting & Financial Management

- 2.1.1. Manage the processes to develop, prepare and review Council's annual budget and 4 Year Capital & Projects Budget.
- 2.1.2. Provide financial information to enable Managers and staff to be proactive with financial responsibilities to monitor and adjust expenditure.
- 2.1.3. Prepare and provide monthly and annual financial reports to Council.
- 2.1.4. Coordinate, and report to, the Audit Panel in accordance with statutory requirements.
- 2.1.5. Manage the treasury functions of Council to ensure a fair return on investments is achieved.

2.2. Information Technology and Communications

- 2.2.1. Manage the ITC infrastructure of Council ensuring that an appropriate strategy is implemented to meet the operational needs of Council.

2.3. Asset Management

- 2.3.1. Implement and oversee the support systems necessary for Departments to manage the asset infrastructure for which they have responsibility.
- 2.3.2. Monitor and update Council's legislated Asset Management Strategy.
- 2.3.3. Facilitate the looped exchange of information between the LTFP and Asset Management Strategy to ensure that a sustainable level of service delivery is achieved.

2.4. Risk Management

- 2.4.1. Oversee the development of organisational Risk Management processes and policies.

2.5. Records Management

- 2.5.1. Manage the records management infrastructure of Council ensuring that an appropriate strategy is implemented which complies with relevant legislation and meets the operational needs of Council.
- 2.5.2. Coordinate collection of Council / other information to respond to State and Federal Government requests for information and other external reporting requirements.

2.6. Administrative Infrastructure – human and physical

- 2.6.1. Manage, support, develop and guide the work and performance of staff reporting directly to this role through them, the staff of the Department.
- 2.6.2. Ensure employees of the department are held accountable for their WHS responsibilities as outlined in Council's policies and procedures.
- 2.6.3. Develop and monitor Council leases in relation to properties owned and areas under lease to community groups.

Performance Measures:

- a) Statutory accounting and reporting requirements are met*
- b) Support systems operate effectively meeting the needs of the organisation*
- c) Asset management is effectively integrated into organisational activities and reporting*
- d) Risks of the organisation are effectively managed and minimised*
- e) Establishment and achievement of KPIs relating to continuous improvement activities within the Department*

3. Customer Service, Communication & Culture

3.1. Customer Service

- 3.1.1. Develop and foster high levels of respect and satisfaction from the community and stakeholders dealing with the Department.
- 3.1.2. Manage and develop the customer service focus of the Corporate / Business Services staff.

3.2. Communication

- 3.2.1. Encourage and support communication within the Department and organisation.
- 3.2.2. Ensure that effective communication is occurring within the Department; with other Departments; Councillors and the community.
- 3.2.3. Represent Council on relevant committees and at professional forums and public meetings.

3.3. Organisational Culture

- 3.3.1. Provide leadership, support and direction to departmental staff in accordance with agreed organisational values.
- 3.3.2. Promote the Council as an effective, efficient and responsive organisation with a focus on developing innovation and productivity.

Performance Measures:

- a) Quality of the customer service activities delivered by the Department (internal and external)*
- b) The organisation and stakeholders feel well informed on Department activities*
- c) Establishment of a culture within the Department which reflects the values of the organisation*
- d) Effective management of employees*

Selection Criteria/Person Specification	
QUALIFICATIONS/EXPERIENCE	<ul style="list-style-type: none"> • Tertiary Qualifications in Business, finance or related discipline. Accounting/Finance Qualifications (Highly Desirable) • A minimum of 3 years Management experience • Local government background (Highly desirable)
CRITERIA KNOWLEDGE/SKILLS	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Proven ability to lead, manage and support others to deliver projects and services effectively • Experience in financial analysis, accounting, corporate budget preparation and control • Excellent oral communication and interpersonal skills with proven ability to liaise with people at all levels • Excellent written communication skills and experience in compiling and producing well written plans, reports and policies. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Detailed knowledge of, and experience in, development and implementation of corporate and strategic planning • Sound knowledge of governance practices and understanding of the Legislative framework within which Council operates and the capacity to quickly identify and respond to those requirements • Demonstrated experience using the Microsoft Office suite of products and accounting packages (Xero preferably)
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • High standards of personal ethics and values • Provision of excellent customer service • Excellent problem solving, analytical and investigative skills • Ability to encourage and promote a cohesive work team • High level of motivation and demonstrable leadership skills • Proven ability to foster innovation • Capable of producing sound and confident decisions and solutions within critical timeframes.
DELEGATIONS & AUTHORITY	<ul style="list-style-type: none"> • Authority to approve purchasing within Departmental Budget
JOB REQUIREMENTS	<ul style="list-style-type: none"> • Current driver's licence • National Conviction Check
EEO	<ul style="list-style-type: none"> • Ability to clearly understand and adhere to all Council policies associated with Equal Employment Opportunity, Discrimination and Harassment
TRAINING	<ul style="list-style-type: none"> • As identified

By accepting this position the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O’Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed
- To not access any information within Council's systems that is not directly relevant to their work

Employee Signature: _____ Date: ___ / ___ / ___

Approved By Departmental Manager: _____ Date: ___ / ___ / ___

Approval By General Manager: _____ Date: ___ / ___ / ___

Date Position Created: ___ / ___ / ___

Date Position Reviewed: ___ / ___ / ___