

POSITION DESCRIPTION			
Director Organisational Services			
Classification	Manager	Status	Full time permanent
Department	Organisational Services	General Manager	Sandra Ayton
Incumbent	Vacant		

POSITION PURPOSE
The Director Organisational Services is responsible for the successful leadership and strategic thinking of the Organisational Services Department, including administration, records management, business, legal, finance, accounting, risk and information technology, ensuring achievement of both short and long term objectives.

ACCOUNTABILITIES
<p>All staff are required to observe the following corporate accountabilities:</p> <ol style="list-style-type: none"> 1 Understand and promote Council's Strategic Objectives and Core Values. 2 Adhere to Council's Organisational Values, Plans, Policies and Procedures including the Customer Service Charter, Information Technology, Records Management, Risk Management, Human Resources, Work Health and Safety, Code of Conduct and Enterprise Agreement. 3 Compliance with all legislative requirements and ethical standards.

KEY RELATIONSHIPS	
The Director Organisational Services will maintain professional relationships, positively interact with, support and assist those listed below.	
<p><i>Internal:</i></p> <p>The General Manager (Direct Report) The Senior Leadership Team Organisational Services staff Councillors</p>	<p><i>External:</i></p> <p>Neighbouring Councils Local Government agencies State Government agencies Business proprietors Service providers</p>

KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

PLANNING

Corporate plans – Strategic, Annual, Long Term Financial, Strategic Human Resource, Key Service Activity, Departmental, Asset Management Plans and Service Level Agreements.

- Contributes to the development of the Council's Strategic Plan, Long Term Financial Plan, Asset Management Plan and Strategic Human Resource Plan.
- Prepares the Department's key activities for the following year for incorporation into the Council's Annual Plan.
- Develops and implements Key Service Activity Plans and Departmental Plans which incorporate goals and objectives that work towards the strategic direction of the Council.
- Coordinates the development and implementation of the Long-Term Financial Plan.

Organisational culture

- Participates in organisational culture surveys.
- Works towards achieving the preferred organisational culture by developing and implementing outcomes from survey results.
- Creates a supportive workplace culture by providing an environment and the resources to encourage self-awareness and effective behaviours.

Succession planning

- Uses performance management systems to identify succession planning opportunities.
- Ensures succession plans exist for staff and are monitored and reviewed.

Workforce planning

- Ensures workforce plans exist and are reviewed annually to ensure the Department is structured, capable and resourced, within current financial constraints, to meet the needs of the community now and into the future.

PEOPLE

Communication

- Listens, consults others and communicates proactively.
- Communicates the Council's corporate objectives.
- Ensures effective consultation and communication processes are in place.

Conflict resolution and negotiation

- Gains clear agreement and commitment from others.
- Issues are dealt with promptly and difficult situations are resolved with integrity.

Customer service

- Ensures a high level of customer service to internal and external integrity.

Development and delegation

- Encourages an organisational learning approach (i.e. learns from successes and

failures and seeks staff and customer feedback).

- Provides staff with development opportunities.
- Recognises potential and delegates tasks accordingly.

Leadership, mentoring and coaching

- Leads by example.
- Captures, develops, shares and effectively uses expertise, knowledge and experience with others.
- Takes initiative, acts with confidence and self manages.
- Develops, mentors and coaches' staff.

Meetings and interactions

- Attends all Council meetings and Councillor workshops.
- Attends and participates in internal and external meetings as required.
- Interacts with all levels of the Department as necessary.

Motivating, engaging and goal setting

- Motivates and empowers others to achieve optimum productivity, quality efficiency, service levels and staff retention.
- Achievable goals are set, agreed upon and included in the Council's Performance Management system.

PROCESS

Change and continuous improvement

- Devises effective change initiatives to ensure continued sustainability and organisational readiness.
- Facilitates, participates and implements outcomes from business process reviews as required.
- Encourages staff to participate in business process reviews when required.

Compliance

- Complies with and meets statutory, regulatory and legal obligations.
- Complies with corporate customer service systems e.g. customer requests, records management etc.
- Complies with standards and procedures.
- Responds to correspondence as per Correspondence Policy.

Emergency preparedness and response

- Participates in emergency response as required.

Financial management

- Demonstrates a good understanding of financial systems and reporting.
- Controls costs and thinks in terms of profit, loss and added value.
- Coordinates the Council's estimate process, including development of the Council's Budget Framework.
- Coordinates the Department's estimate process as outlined in the Council's Budget

Framework and complies with timeframes.

- Develops and maintains financial records of the Council, preparation of financial statements and reports for the Council and Departmental Directors.
- Provides financial leadership to the Senior Leadership Team and the Council.

Human resources (HR)

- Complies with responsibilities as outlined in all HR policies.
- Performance management
 - Undertakes performance reviews annually.
 - Recognises and rewards the contributions of others.
 - Consistently manages underperformance.
 - Develops and implements performance plans as required.
- Recruitment and Selection
 - Undertakes recruitment and selection processes as per Policy.
 - Completes documentation and checklists as required.
 - Signs all position descriptions and letters of offer.

Policies and procedures

- Develops, implements and reviews policies and procedures.
- As part of the Senior Leadership Team endorses all Council policies.
- Ensures staff procedures exist and are updated on time.

Researching, analysis and information management

- Supports effective decision making by defining information needs, researching information sources, evaluating, analysing and drawing conclusions from information.

Risk management

- Identifies and evaluates the risks to the Department's people (customers, staff, volunteers, contractors), property, finances, goodwill and image and implements measures to control risks.
- Coordinates and maintains the Council's Strategic Risk Register.
- Coordinates a risk management team to oversee the Council's risks.
- Undertakes risk assessments as required.

Service provision

- Directs and coordinates the operational activities of the Department.
- Focuses on long-term goals yet adaptable to address short-term trends, issues and opportunities.
- Works collaboratively with stakeholders (both internal and external).
- Ensures all the Council's corporate strategic policies and key decisions are reviewed and updated as required.
- Undertakes any work required in benchmarking and provides advice in relation to Shared Services models and benchmarking as required.
- Manages and coordinates the Council's continuous improvement process, including Business Excellence and LEAN processes.
- Sources legal advice on governance issues in consultation with the General Manager.

- Responsible for the Council's Information Technology systems, records management and processes.
- Ensures that the Council's financial systems are robust and efficient.

Technical advice

- Coordinates the research and presentation of professional advice to the Council as well as the development and preparation of all correspondence and reports generated by the Department.
- Provides advice in respect to strategic projects agreed to by the General Manager.
- Provides professional advice to the Council and staff.

Technology

- Uses technology to achieve work objectives.
- Ensures that the Council has the right technology to enable staff to undertake their roles in the most efficient and practical way possible.
- Develops and updates an Organisational IT Management Plan.

Workplace health and safety (WHS) systems

- Complies with responsibilities as outlined in WHS Policies.
- Participates in the process for determining annual objectives.
- Undertakes the role of "Officer" as outlined in WHS legislation.

PERFORMANCE

Audits

- Participates in internal and external audits as required and resolves non-conformances.
- Undertakes audits as required.

Internal and external benchmarking

- Undertakes performance and best practice benchmarking.
- Keeps up to date with competitor information and market trends.

Performance measures

- Contributes to the development of organisational Key Performance Indicators (KPIs).
- Develops and communicates Department KPIs.
- Undertakes reports against KPIs.
- Undertakes updates and achieves outcomes in Interplan.
- Monitors performance against internal and external Council survey results.

EXTENT OF AUTHORITY

The Director Organisational Services exercises powers and duties within the classification of the role and as defined by policy, budget, allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the General Manager. Delegations are exercised in accordance with the Delegations Register approved by the General Manager.

PERSONAL ATTRIBUTES

Lead – Positively influence others to achieve results that are in the best interest of the Council.

Think Strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the Council.

Plan – Determine strategies to move the Council forward, set goals, create and implement actions, plans and evaluate the process and results.

Build Relationships – The ability to develop a rapport with others and form working relationships, listen effectively, manage conflict, understand human motivation, understand and respect cultural difference and have a global focus on interpersonal skills.

Engage – Strong collaborative skills which enable effective engagement within a high functioning cohesive Department.

Creativity and innovation – Develop new and unique ways to improve operations of the Council and to create new opportunities.

Initiate – Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.

Communicate effectively – Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Make decisions – Assess situations to determine the importance, urgency and risks and make clear decisions which are timely and in the best interests of the Council

Organise – Set priorities, develop a work schedule, monitor progress towards goals and track details, data, information and activities.

Solve problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance departmental effectiveness.

Behave ethically – Understands ethical behaviour and business practices, and ensures that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the Council.

Honesty and Integrity – High standard of honesty and integrity which inspires trust and confidence.

SELECTION CRITERIA (KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS)

Essential

- 1 Proven ability and achievement in leadership and strategic thinking in a changing and dynamic organisational environment.
- 2 Substantial relevant experience in the management, development and delivery of a complex range of services, including Information Technology, Risk and Finance.
- 3 A proven capacity to lead and motivate a multi-disciplinary team and gain their commitment to the organisational values, directions and objectives of the Council.
- 4 Strong interpretive skills and creative thinking in resource utilisation.
- 5 The capacity to cope with uncertainty and to produce work of a high standard quickly and under pressure.
- 6 Demonstrated commitment to delivering customer focused services and to achieving continuous improvement.
- 7 Appropriate Degree, with post-graduate qualifications in a management or relevant specialisation.
- 8 Current drivers' licence.

Desirable

- 9 Demonstrated understanding of and experience within the local government industry.

ACCEPTANCE OF POSITION

I agree to perform the responsibilities detailed in this Position Description:

Employee Name: _____

Employee Signature: _____

Date:_____

General Manager: _____

General Manager Signature: _____

Date:_____