

POSITION	DIRECTOR CORPORATE SERVICES
CLASSIFICATION	Senior Officer - Contract
DEPARTMENT	Corporate Services

1. INTRODUCTION

Ballarat is one of Victoria's premier regional cities, and Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people. It covers an area of approximately 740 square kilometres, with a diverse mix from its city to outlying townships surrounded by beautiful landscapes. It is situated on land under the traditional custodianship of the Wadawurrung and Dja Dja Wurrung people.

It is a thriving hub of business, tourism, contemporary arts, events, food, wine and industry with a fascinating heritage.

The City of Ballarat believes that working together with the community creates a better future for the city and aligns with its purpose to make Ballarat a better place for all. Its four key goals are:

- Liveability
- Prosperity
- Sustainability
- Accountability

2. ORGANISATIONAL CONTEXT

The City of Ballarat has a workforce of approximately 1100 staff and provides a diverse range of services to the community of Ballarat.

The Corporate Services directorate is predominantly responsible for policy, services and strategic activities of the organisation especially the financial, corporate, customer and community experience areas. This includes financial, budgeting and corporate performance, fleet management, revenue and procurement, customer experience and service improvement, information services, information management and records, technology use and adaptation including innovation, development and digitization.

From a Health and Safety perspective the City of Ballarat requires employees to:

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

The leadership values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:

 <p>LEADERSHIP</p> <ul style="list-style-type: none">• Positive and Energetic• Line of sight• Accountable	 <p>OUTCOMES</p> <ul style="list-style-type: none">• Driven to deliver• Finds solutions• High performing• Disciplined
 <p>LOYALTY</p> <ul style="list-style-type: none">• To each other and the team• To our purpose• Act with integrity and trust	 <p>EXCELLENCE</p> <ul style="list-style-type: none">• Clever and intelligent• Best quality advice• Creative

3. POSITION OBJECTIVES AND ACCOUNTABILITIES

This is a critical multifunctional executive role with key leadership accountability for the vision, strategy, and the implementation of innovation that simultaneously reduces service costs, improves efficiencies and enhances customer satisfaction.

- Lead and manage the overall performance and direction of customer experiences and corporate based services, effectively within the constraints of the financial and Council plan, with a strategic focus and capability.
- Ensure compliance with all relevant legislation, legal and governance requirements.
- To provide effective guidance to Council and staff on all financial, budgeting and forecasting matters, oversee and lead all portfolio and service-related matters.
- Provide positive and constructive leadership, with focus on collaborative engagement, mentoring and coaching to build the capacity of leaders, ensuring effective succession and long term staff planning.
- Ensuring the organisation's vision and values are modelled personally as well as effectively communicated, and embraced throughout the directorate
- The Director will act as the voice of the customer in all internal conversations and create an end-to-end experience that fully considers customer (internal and external) needs, whilst focusing organisation outcomes and goals.
- Gathering data and insights to improve customer understanding this role will create a tenacious focus on the customer in actions that Council takes to continuously improve its service delivery and facilitate effective cross-council cooperation, in a financially sustainable way.
- This Director will own the digital and technology strategy and drive the orchestration of information and customer service to ensure the delivery to customers is engaging, compelling and consistent in its experience

3.1 Key Responsibility Areas

- Lead the development, implementation and management of functions associated with the departments within the directorate ensuring consistent direction in line with Council's plans, directions and operations.
- Monitor customer expectations (internal and levels of satisfaction with service delivery standards, identifying trends and designing appropriate responses to deliver and maintain exceptional quality service delivery to the community and organisation.
- Support, collaborate and drive the ongoing development of a customer service and engagement culture across the organisation and community, supported by effective policy and process frameworks and responsive customer service systems to embed best practice customer-centric behaviours.
- Along with the Chief Executive Officer and the Executive Leadership Team, plan, lead and champion organisational change, development and improvement initiatives to improve workplace culture and work practices.
- Ensure that effective and efficient structures and delegations are in place to ensure that managers and their teams have a clear understanding of their roles, accountabilities and responsibilities.
- Provide technical, specialist and financial advice to Councillors and management, which ensures compliance with legislative, statutory, risk, OHS, EO, procurement, compliance and other corporate obligations e.g. policies.
- Plan and provide leadership to the implementation of integrated customer engagement and service initiatives and data to improve and enhance the perceptions and experiences of customers and communities.
- Advise the Executive Leadership Team and Councillors, on customer and community satisfaction measures, customer experience strategies, programs, initiatives and emerging issues to enable customer-centric strategic decision processes and major or critical issue responses.
- Drive and contribute to the identification, development and implementation of forward-thinking initiatives, and implementation of long-term strategic plans and policies within the Division.
- Develop reports and research as required for meetings of Council.
- Represent Council at forums as appropriate.
- Ensure the effective management of Council resources in the areas of responsibility including the development of business plans for the delivery of services - which support Council and organisational plans and reflect the strategic direction of the organisation.
- Participate as a member of the Executive Leadership Team (ELT) in the advocacy and promotion of the City of Ballarat in its goals, objectives and services to the local community, government, public and private sectors as appropriate.

3.2 Risk, Occupational Health & Safety Management

The Executive Leadership team is responsible and accountable for the implementation, compliance, of the Risk, OHS Policy and the OHS System including for safety of all. Council, Management, employees, work experience students, volunteers and contractors all have joint responsibility of making risk and safety management a priority as they undertake tasks in delivering Council's services and achieving Council's objectives.

Specific responsibilities include, but are not limited to:

Leadership Team (including CEO, Directors and Executive Managers)

- Demonstrate safety leadership.
- Provide strategic safety direction.
- Communicate a clear set of safety goals and targets to your team.
- Measure safety performance regularly against a clear set of goals.
- Act and apply a balance of consequences as required.
- Perform at least one 'walk the talk' per month.
- At a minimum >95% of operational health and safety plan actions are complete.

- Attend and participate in health and safety meetings (CHSC or Area Safety Meeting).
- Facilitate and attend meetings within the Division where safety is an agenda item.

3.3 Emergency Management

Emergency management is a core business for council and as such staff may be called upon to assist the Council to meet its legislative obligations in respect to disaster response and recovery. Whilst this Director is not responsible for Municipal Emergency Management, all managers and employees may be required to contribute to emergency management planning and activities as they arise as well as undertake relevant training. In an emergency you may be required to participate in duties not normally assigned to you.

REPORTS TO:	DIRECT REPORTS/DEPTS:
Chief Executive Officer	Council Plan Financial Services Manager Business & Service Improvement Information Services Manager Fleet Management Manager Revenue & Procurement
ORGANISATIONAL RELATIONSHIPS	
Internal: Executive Leadership Team Chief Executive Officer Leadership and management team Directorate staff	External: Representatives of state, federal & local government; Government and semi government and local authorities and entities; Council's community Public, private sector members including special interest groups Financial institutions Service providers especially in technology and customer services Contractors Legal entities, representatives and bodies

ORGANISATIONAL ACCOUNTABILITY

Accountability and extent of authority

This position has broad freedom to act, restricted only by Key Performance Indicators, legislation and Council policy. Decisions and actions taken may have a substantial and lasting effect on the organisation and on the community. The development, analysis and interpretation of policies primarily relating to services and Service Units for which the position is responsible and required for the identification of issues likely to be complex and of major corporate significance.

The position is ultimately responsible for the performance of the Directorate and plays a key role in corporate accountabilities, financial sustainability, and engagement in customer and community experience. The incumbent is expected to apply initiative and innovative thinking to achieve organisational objectives, as well as lead and direct long term strategic direction.

Judgement and decision making

This position involves problem solving of the highest order involving complexity and challenge, effective strategic planning and direction setting, plus the identification and development options.

The incumbent must be a strategic thinker and be able to demonstrate sound judgement in a diverse range of difficult situations. Effective judgement is critical in making decisions that may have broad economic, political, legal and social consequences.

Specialist skills and knowledge

This position requires an understanding across a range of disciplines including, but not limited to:

- Governance, corporate and council planning
- Information and digital technology
- Financial services, revenue management, budgeting and long term strategic planning and forecasting
- Contemporary business practice, customer engagement and service including innovations and improvement
- Fleet management
- Emergency management including business continuity.

Equally important is an understanding of the political, legal and socio-economic context in which Council operates and those impacts and connections to the community and other stakeholders. A sound understanding of relevant legislation is expected in which this directorate operates.

Management skills

Advanced human resource management and organisational development skills, including a collaborative, developmental and performance management skill set in leading a large and extensive multi-disciplinary team, including highly experienced, qualified and specialist professional staff.

Senior management skills to effectively and efficiently achieve organisational goals and objectives, in a sustainable and cost effective way whilst delivering service excellence, taking advantage of opportunities for innovation and continuous improvement, yet whilst able to minimise risk.

Interpersonal skills

Ability to establish and maintain productive relationships with internal and external stakeholders including community, associated government ministers and departments, agencies and external service providers.

High level influencing, convincing and negotiation skills in achieving optimal outcomes for Council including those required for government and legal authorities, including tribunals and official organisations/bodies.

Ability to enhance and build relationships with the Council and Executive Leadership Team, constructively challenging and developing collaboration to create improved outcomes for the community and organisation.

Lead, motivate, coach, challenge and develop managers and other staff to be their best, establishing a constructive, collaborative team that demonstrates organisational behaviours and values.

Qualifications and experience

Relevant qualifications in finance including additional post graduate qualifications in governance and IT, along with a mix of government and business/public experience.

Demonstrated senior management experience in the fields managed showing innovation, improved customer (internal & external) and community experiences and involving financial and technological efficiencies and benefits.

SELECTION CRITERIA

- Relevant qualifications in finance including additional post graduate qualifications in governance and IT, along with a mix of government, not for profit, and business/public experience.
- Demonstrated senior management experience in the fields managed showing innovation, improved customer (internal & external) and community experiences and involving financial and technological efficiencies and benefits.
- Demonstrated pattern of strong positive and collaborative leadership, including being a strong champion of positive and engaging behaviours and organisational values.
- Contribute strategically to corporate direction with Council Plan, long term financial planning, and the organisation's commitments and goals as established and led by the CEO.
- Demonstration of ability to work through highly complex matters, requiring social, ethical, political and economic skills, acumen and comprehension.
- Proven positive employee management and development skills, with experience in managing diverse, large and multidisciplinary workforce constructively, ensuring the sustainability of the workforce backed by strategic and practical frameworks eg. emergency, succession planning, performance and development management etc.
- Along with the Chief Executive Officer and the Executive Leadership Team, plan, lead and champion organisational change, development and improvement initiatives to improve workplace culture and work practices.

APPLICATION PROCESS AND CONDITIONS:

Applications close **on Monday 24 August, 2020 at 12 noon.**

Please ensure that you follow the process for submitting an application, as failure to do so may result in it not being considered. Applicants should apply to Applications@salcorp-hr.com.au and any telephone contact can be made to **Christine Mileham**, Recruitment Consultant (Sal Corp Pty Ltd) **on 0409 380 385.**

Please note: Only electronic applications to Applications@salcorp-hr.com.au will be accepted.

A. All applicants are requested to include the following details in their application:

1. A covering letter which states the position you are applying for and why you are interested in the role;
2. A current resume which includes personal details, educational achievements, experience and at least 2 referees;
3. Brief examples that address the Key Selection Criteria (KSC) as stated in the position description (applications that do not address the KSC may not be considered).

B. Applicants must be either permanent residents of Australia or supply evidence that they have the right to work in Australia e.g. NZ Passport.

C. Applicants should be prepared to attend interview/s at their own cost. Additionally, applicants may be asked to undertake skills testing, cognitive ability, work sample, aptitude or psychometric tests.

D. The personal information you have provided will be used to assess your applications for employment. You have been requested to provide this information to enable the organisation to compare your application to others, and

verify statements made. In submitting an application for this position, you are giving your consent for the organisation to use the information in assessing the application for this position. Relevant parts may be disclosed to persons or organisations you have identified as current or former employers, referees or others who may be able to assist Council in assessing your application. However, formal reference checking as part of the final selection process will not commence without your knowledge. Information provided may also be disclosed to authorities such as immigration, licensing, educational or other organisations where you have made a statement or indicated a qualification, license or endorsement that may need verification.

E. Prior to commencement the successful applicant will be required to provide original copies of all qualifications, endorsements or licenses (or satisfactory proof of such), and a copy of all such qualifications etc. shall be made and kept on the employee's file.

E. As part of the selection process, the recommended applicant(s) may be required to undertake a pre-employment police, security and/or a medical examination with a doctor appointed by the organisation to determine their suitability and ability to carry out the inherent requirements of the position.

***Note:** Failure to disclose the information required or making false or misleading disclosures, may disqualify you from any Workers' compensation entitlements (section 82 Accident Compensation Act) or may breach the employment contract.*

F. Canvassing Councillors either directly or indirectly for employment will disqualify prospective applicants for positions with Council.

G. Please contact Christine Mileham on **0409 380 385** if you have any questions.

