

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:		Corporate & Community Services Manager	
Business Unit:	Corporate and Community Services	Classification/Grade:	B3 L4 Grade 12
Employee No:		Reports to:	General Manager
Location:	Darlington Point	Positions reporting directly to this position:	Community Care Coordinators, Customer Service Officers, Library Assistants; Information Services Officer; Office Trainees

Primary Purpose of the Position

The **Corporate & Community Services Manager** leads the development and delivery of the corporate (customer services, administration, records, ICT) and community services (community care and community development and library) functions for the Murrumbidgee Council across the local government area.

In partnership with the General Manager and Finance Manager, the **Corporate & Community Services Manager** ensures frontline service delivery and capacity align with the Community Strategic Plan, Delivery Program and annual Operational Plan by providing operational planning, programming, management and continuous reporting and review of Council's corporate support and community services and related activities.

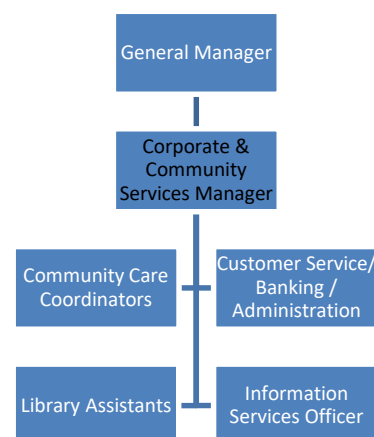
This position assists with the development and implementation of strategic and operational policies, plans and procedures to drive change management programs which support the development of robust, efficient and effective management of the new Murrumbidgee Council.

Our Vision: A community built by an innovative mindset delivering appropriate and reliable services

Our Purpose: To deliver quality services creating a friendly, welcoming and engaged community

Organisation Context

This role description reflects the Murrumbidgee Council view of the functions, service delivery model and structures of the new organisation.



Key Outcomes/Accountabilities

The **Corporate & Community Services Manager** is directly responsible for the following outcomes:

- A professional customer focused and motivated corporate and community services team with clearly quantifiable performance and service delivery guidelines.
- Quality corporate and community services that anticipate and exceed customer expectations.

- Timely and accurate development, monitoring, reporting and management of Council's customer and community service program grants and other funding to ensure compliance with legislation, statutory and regulatory requirements and accounting standards.
- Develop and implement an active Customer Service Charter
- Financial management of functional area to meet budget requirements including management of grants and other funding sources for Council
- Timely response in analysing situations, providing effective solutions and reviewing outcomes of client and community-based service and program issues.
- Develop and implement strategies to enable the continuous review of operations to improve the quality of services to clients and community services and programs.
- Continuous improvement of workplace health and safety within functional area.
- Effective management of corporate service back of house requirements including insurance, leases, legal and legislative responsibilities
- Facilitate consultation, performance feedback and collaboration with key stakeholders enhancing service quality, accessibility and responsiveness and identifying new, effective customer and community services and programs.

Duties and accountabilities include;

- Leadership and management of the activities of the staff comprising the corporate services and community services units including resource planning, project management, staff performance, unit budgets and expenditure and management.
- Manage Council's Community Care (HACC, transport, meals on wheels, home modification) services, programs, partnerships and budget(s), ensuring client expectations are measured and delivered and funding obligations and targets met.
- Provide positive leadership in cultural and organisational development within functional area.
- Research and explore funding and partnership opportunities within the community services sector including youth and aged care services and NDIS.
- Develop, implement and manage an enterprise risk management framework
- Develop a community services plan identifying, analysing and addressing the diverse needs of Murrumbidgee Council's communities and customers across the Council region.
- Ensure Council delivers contemporary library services for its community and explore opportunities for development and partnerships to maximise funding.
- Lead the development, implementation and ongoing management of Council's corporate support programs including customer services, facilities management, information technology and records management.
- Lead the implementation, adherence and ongoing management of Council's WH&S policies and procedures within functional area
- Manage and deliver Council's ICT function including supporting the ICT group and general ICT functions and reporting.
- Manage Council's enterprise risk and insurance.
- Integrate and support the implementation of performance management and information management frameworks supporting the operational and corporate management of Council.
- Efficient management of Council resources as related to the key areas of responsibility, to promote best practice and efficient delivery of services.

- Lead the selection, motivation and development of Council staff in driving service transformation.
- Provide strategic direction and support to the corporate and community services teams and partners to achieve best practice, continuous improvement and unit objectives.
- Develop, manage and coach staff within the corporate and community services teams.
- Other duties within skills, competencies and grading of the role as directed by the General Manager

Key Challenges and Influences

- Establish and manage a specialist, geographically dispersed team, with competing priorities within a high-volume work environment and across a complex business.
- Developing an environment of continuous improvement that ensures the constant development of staff and systems.
- Determining optimal models of service delivery and implementing service reforms and improvements in the context of diverse internal and external stakeholder expectations
- Managing critical incidents and collaborating with diverse stakeholder groups to resolve the issues swiftly with minimum impact to normal operations
- Behaviours and actions that instil our values of *'Trust, Honesty, Respect & Teamwork'*
- Present a positive image whilst meeting customer service standards that enhances council's image within the community
- Maintain physical capability to undertake duties appropriate to the role.

Corporate compliance

- Displaying a positive image whilst meeting customer service standards
- Adhere to relevant Quality Assurance, WHS & Environmental Management procedures for all work activities.
- Comply with Council delegation levels
- Compliance with Council's policies and procedures.
- Act with Integrity; be ethical and professional and adhere to Murrumbidgee Council's Values.
- Adhere to Council's Code of Conduct and the policies and procedures that support it.

Authority & Accountability

- Authority in line with Council Delegation levels
- Accountability
 - Department budget, grants and statutory/legislative compliance to meet Councils compliance obligations and timeframes
 - Effective management including performance of Corporate & Community Services department
 - Team Leadership
 - Councils Community Care, Corporate and Customer service standards are met
 - Provision of specialist advice to executive on major areas of policy and key issues of significance to the organisation

Judgement & Problem Solving

- Develop, advise and implement strategies for rectifying corporate and community issues
- Manage conflict resolution within the department
- Oversight of problem solving and assessment of the quality of judgements made by less qualified staff.
- Advise management on corporate and/or community services issues and action as requested
- Utilisation of analytical and decision-making skills to ensure a sustainable Council.

Management Skills

- Manage the audit process, ensure quality assurance standards are maintained, corrective actions are implemented and reports are developed and presented
- Effectively and efficiently manage a geographically dispersed work force.
- Direct staff in the planning, implementation and review of programs.
- Develop and maintain an effective and functioning team with a consistent and positive contribution to collaboration and customer service 'excellence'.
- Application of Business Excellence frameworks, Change Management and Organisation Development principles and strategies.

Interpersonal Skills

- Superior communication, negotiation and planning skills.
- Interpersonal skills to lead and motivate staff
- Capacity to negotiate operational priorities and ability to influence community stakeholders.
- Demonstrated ability to successfully manage staff and performance delivery

Specialist Knowledge & Skills

- Extensive experience and success working in a diverse corporate & community services management role within local government.
- Understanding of the current issues affecting local communities and ability to deliver outcomes through strategic and operational planning.
- Advanced knowledge of relevant legislation
- Strategic and operational development, implementation and management of corporate & community services and management of policies and procedures

Qualifications & Experience

- Relevant tertiary qualifications in a corporate or community services discipline
- Minimum five years' experience in managing corporate and community engagement activities across the key areas of responsibility (community services, customer services, information management, WH&S, ICT and human resources) within a community based organisation; including program and project management, compliance, stakeholder engagement and related legislation and regulation.
- Financial management
- Current C Class licence and willingness to travel.

I have read and understood the contents of this position description and confirm my commitment to and accountability for my performance relevant to the details therein.

Name

Signature

Date

CERTIFICATION – Murrumbidgee Council

File location: M:DP/CompanyDocs/HR OH&S & Risk/PD
Updated by: Murrumbidgee Council- Human Resources Specialist
Updated: June 2018