

Position Information Document

Position Title:	General Manager Corporate
Position Incumbent:	Vacant
Reports to:	Chief Executive Officer
Classification:	Contract

Corporate

Corporate is recognised as a trusted and valued partner, leading the organisation from the centre, and known for forward-thinking approaches and a can-do attitude to delivery operational excellence in service of our community.

Corporate is responsible for property management, strategic procurement, information and communication technology, business solutions and continuous improvement, financial sustainability and financial services, workplace safety, organisation development and human services on behalf of Alexandrina Council.

Purpose Statement and Values REFIT

We acknowledge and respect our past, empower each other to positively impact the future, collaborate as a team to deliver results for our community, and have fun on the journey...



Respect: We respect diversity and inclusion, which broadens our experiences and perspectives.



Empowered: We are empowered to deliver for our community.



Fun: We find enjoyment and fun in all we do.



Impact: We make a difference for our community.



Teamwork: We work together with trust and purpose, holding each other accountable.

Summary of Responsibilities

The General Manager Corporate will lead the Corporate directorate to achieve the outcomes of the Community Strategic Plan and be an integral component of the Executive Leadership Team.

The role has a key engagement focus within the portfolio and across Council, for stakeholders including Council Members, government agencies and the community.

As a member of the Executive Leadership Team, the General Manager Corporate will participate in, and contribute to the overall strategic direction of the Council, and specifically provide leadership for all staff engaged within the Corporate Division. Principle areas of responsibility include:

- Strategy
- Governance
- Council Member Support
- Internal Audit
- Audit and Risk Management Committee
- Risk Management
- Communications
- Plant and Fleet Management
- Community Engagement
- Property
- Procurement and Contracts
- Volunteer Management
- Organisational Development
- Human Resources
- Work Health & Safety

Job Specification

Position Objectives

- Provide visionary leadership, efficient management, effective coordination and innovative direction within Alexandrina Council, enabling sustained excellent performance across the organisation and within the Division.
- Promote and live the values of the organisation.
- Contribute strategically to the overall management of the Alexandrina Council.
- Build a high performing culture that encourages innovation and drives contemporary thinking to enable problem solving, advocacy and excellence in service delivery.
- Ensure the successful implementation of innovative ideas and solutions.
- Foster teamwork and cross-organisational approaches.
- Build strong relationships with staff, elected members and key community stakeholders.

Key Responsibilities and Duties

Executive Management Team

- Provide high level advice to the Council, Chief Executive Officer, Executive Management Team (EMT) and senior managers in the organisation.
- Attend Council, Committee and EMT meetings and other meetings as required by the CEO.
- Prepare Council and Committee reports, together with appropriate recommendations, and present such reports to Council/Committee.
- Ensure that the Key Performance Indicators (KPIs) for the Division as outlined in the Council plan are met or exceeded.
- As a key organisational leader, drive achievement of the Community Strategic Plan and other management plans, and the development of a constructive organisational culture.
- Benchmark and lead continuous improvement, particularly in customer relations and business services, including building the profile of Council as a community and local government industry leader.
- Develop management, financial and operational processes and systems required to increase the measurable effectiveness of the Council, ensuring that business practices and operational and financial performance are at best practice standards.

- Strive to extend and improve organisational performance and identify opportunities to work in partnership with all functions across Council.
- Continually plan for Council's future, by fostering an awareness of future competitive pressure, changing client demands, Government influences and new technology; and regularly updating strategic and business plans.

People and Change Management

- Develop an organisational culture that values achievement and personal growth as a key to individual, team and organisational success, placing importance on shared learning.
- Lead the development and implementation of contemporary people management strategies that will result in a workforce that meets benchmarks for workplace satisfaction and productivity.
- Support the management team in developing personal accountability across Council's operations by providing timely and well-informed advice, effective decision-making, coaching, mentoring and issue resolution.
- Provide a focus on people development and performance management. Champion continuous process improvement in the Division with particular focus on building ownership of performance management and key performance indicators.

Communication

- Communicate in a confident, natural style with an ability to 'think on your feet'.
- Use excellent communication skills (both written and oral) that show a thorough understanding of audience needs and motivations.
- Build a communications strategy, which facilitates integration and enlists the support of diverse teams.

Financial Management and Planning

- Develop and review corporate planning and policy initiatives and performance standards.
- Contribute to the effective and strategic financial planning and budgeting of the organisation as a whole.
- Authorise expenditure within approved budgets and authority limits, and in accordance with administrative policies and procedures.
- Develop and effectively manage annual capital and operational budgets and facilitate ongoing monitoring, review and status reporting in keeping with agreed corporate performance standards and expectations. Ensure preparation of an annual management plan and other statutory plans as required.
- Actively seek opportunities to participate in external review activities.

Other duties, within the classification level, as directed.

Delegations

- As outlined in RelianSys

Systems Interactions

- Examples:
- Synergy – Rates and Revenue Access level
- Microsoft O365
- CiA

Skills and Knowledge

- Comprehensive and proven professional/technical skills and abilities related to the portfolio.
- Demonstrated high level interpersonal skills that engender trust from the Chief Executive Officer, Council Members and other senior positions.
- Proven capacity to work collaboratively and collegiately within a senior team, exhibiting high level emotional intelligence, understanding, empathy and can-do attitude.
- High tolerance for, and able to, deal with multi-tasking, conflict and ability to develop and implement solutions to complex organisational issues.
- Honesty, integrity, accountability and resilience.
- Comprehensive knowledge of Local Government Financial Management Regulations or similar, Australian Accounting Standards, Tax legislation, FBT, GST, PAYG.
- Comprehensive knowledge of accounting and rating systems, procurement and contract management.
- Sound understanding of innovative Information Technology models as they relate to best practice in a Local Government or similar environment.
- Sound understanding of and proven experience working with business improvement methodologies such as Six Sigma, LEAN, BPM.

Training

- Participate in staff development and training programs as required.

Experience and Qualifications

Essential Criteria

- Formal qualifications in management or post graduate capacity is highly desirable.
- Commitment to Alexandrina Council region and its future direction
- Eligible for membership of relevant professional bodies.
- Extensive leadership experience demonstrating change management, continuous improvement within a portfolio and across an organisation. Proven demonstration and capacity to lead an organisation to the next level of performance.
- Demonstration of a dynamic career featuring work in senior positions, illustrating flexibility, innovation and a persona, professional drive and ambition to deal with risk, new challenges and change management.
- Proven experience dealing with sensitive and complex issues while maintaining relationships and providing leadership in organisational and community issues.
- Extensive experience in high level analysis and development of initiatives that provide sustainable solutions
- Demonstrated experience and success operating as an ambassador for previous organisations and a desire to be one for Alexandrian Council.
- Extensive experience in community and stakeholder engagement within a complex political environment with competing demands and restraints.
- Experience in local government or similar in strategic financial management and business planning.
- Current Drivers Licence

Desirable Criteria

- Degree in Accounting or Business providing eligibility for professional membership of the Australian Society of Certified Practicing Accountants or similar.
- Experience in Local Government

Accountability

- The General Manager Corporate is accountable for all decisions which relate to the operation of the Corporate Division, based on the incumbent's expert knowledge with guidance from the Chief Executive Officer.
- This position forms part of the Council's Executive Management Team and as such is accountable to the Chief Executive Officer.

Requirements of the Employee

Risk Management

Per the Work Health and Safety Act 2012 (SA)

Section 17 – Management of Risks

1. A duty imposed on a person to ensure health and safety requires the person—
 - a) to eliminate risks to health and safety, so far as is reasonably practicable; and
 - b) if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.
2. A person must comply with subsection (1) to the extent to which the person has the capacity to influence and control the matter or would have that capacity but for an agreement or arrangement purporting to limit or remove that capacity.

Work Health Safety Responsibility

As defined under section 9 of the Corporations Act 2001, an 'Officer' is defined as a person:

- who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or
- who has the capacity to affect significantly the corporation's financial standing.

Under the Work Health and Safety Act 2012 (the Act), some employees will have dual duties as both an 'Officer' and a 'Worker,' depending the task being undertaken. As per the Act, both obligations are detailed below.

Section 27 – Duties of Officers

1. If a person conducting a business or undertaking has a duty or obligation under this Act, an officer of the person conducting the business or undertaking must exercise due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.
2. Subject to subsection (3), the maximum penalty applicable under Division 5 of this Part for an offence relating to the duty of an officer under this section is the maximum penalty fixed for an officer of a person conducting a business or undertaking for that offence.
3. Despite anything to the contrary in section 33, if the duty or obligation of a person conducting a business or undertaking was imposed under a provision other than a provision of Division 2 or 3 of this Part or this Division, the maximum penalty under section 33 for an offence by an officer under section 33 in relation to the duty or obligation is the maximum penalty fixed under the

provision creating the duty or obligation for an individual who fails to comply with the duty or obligation.

4. An officer of a person conducting a business or undertaking may be convicted or found guilty of an offence under this Act relating to a duty under this section whether or not the person conducting the business or undertaking has been convicted or found guilty of an offence under this Act relating to the duty or obligation.
5. In this section, due diligence includes taking reasonable steps –
 - a) to acquire and keep up-to-date knowledge of work health and safety matters; and
 - b) to gain an understanding of the nature of the operations of the business or undertaking of the person conducting the business or undertaking and generally of the hazards and risks associated with those operations; and
 - c) to ensure that the person conducting the business or undertaking has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking; and
 - d) to ensure that the person conducting the business or undertaking has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
 - e) to ensure that the person conducting the business or undertaking has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act; and

Examples—

For the purposes of paragraph (e), the duties or obligations under this Act of a person conducting a business or undertaking may include:

- reporting notifiable incidents;
 - consulting with workers;
 - ensuring compliance with notices issued under this Act;
 - ensuring the provision of training and instruction to workers about work health and safety;
 - ensuring that health and safety representatives receive their entitlements to training.
- f) to verify the provision and use of the resources and processes referred to in paragraphs (c) to (e).

Section 28 – Duty of Workers

- a) Take reasonable care for his or her own health and safety.
- b) Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- c) Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by a person conducting the business or undertaking to allow the person to comply with the Act
- d) Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health and safety at the workplace that has been notified to workers.

In addition to the above points from the WHS Act, to minimise risk and ensure the health and safety of themselves and others, workers are responsible to:

- keep their work area free of hazards
- make sure their employer has provided them with induction, training and instructions so they feel safe doing the work being asked of them
- follow all reasonable (safe) directions by their supervisor
- not undertake work if they are not confident that they can do the task safely, and ask their supervisor for guidance and training
- stop work if they become aware of an unsafe situation and immediately report it to their supervisor
- read all policies and procedures carefully, particularly where they may impact on their health and safety
- comply with all policies, procedures and instructions in relation to work, health and safety (WHS)
- wear all required PPE
- operate plant and machinery in line with correct policies, procedures and training
- do not take drugs or consume alcohol before or at work
- actively support WHS consultation processes
- assist incident investigators or workplace inspectors.

Customer Service

- Promote Council's policy of excellence in customer service
- Maintain the highest ethical standards and confidentiality in dealing with the data, our customers and each other.

Information Management

- Contribute to the corporate Records Management system by complying with Council's record management policy and procedures.

Performance Development Planning

- Performance Development Planning shall occur in accordance with the principles of Council's Performance Development Planning Program and the terms of the employment contract. The system involves regular performance feedback based upon progress against agreed performance development criteria and key performance indicators. The criteria will be negotiated between the employee and their supervisor within three months of appointment and will include the duties contained in this job description.

Special Conditions

- The incumbent of this position may be required to work outside standard hours in special circumstances.

Review

- This job description is subject to regular review* and amendment as required.

*The above review will be undertaken in conjunction with the Manager when the Objectives and Key Results (OKRs) are set when Performance and Career Development Planning is undertaken.