

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

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Title:	Manager Community Relations
Classification:	Senior Executive Officer
Position Number:	081
Business Unit:	Community Relations
Reports to:	Director Community and Corporate Services

### Key Responsibilities

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#### Management

- Provide leadership, motivation, support and direction to unit staff in achievement of organisational goals identified through the Council plan.
- Monitor and review service needs, analyse data, determine trends on an ongoing basis and make recommendations on the development of services as appropriate.
- Promote and implement appropriate human resource management practices and procedures in all aspects of the unit's operations.
- Act as a leader and mentor unit staff in relation to all aspects of their relevant work activities.
- Demonstrate a commitment to Council's cultural development program and actively work to embed into the culture of the business unit, ensuring objectives are being met.
- Manage the resources and activities of the Community Development, Library Services, Communications, Customer Service and Community Engagement.
- Ensure a team approach across each department.
- Develop, implement and regularly monitor individual performance objectives, skills acquisition and personal development plans in accordance with Council's established program/s and within required timeframes.
- Identify areas where additional training is required to increase efficiency and effectiveness, liaising with the Human Resources department and other relevant staff and agencies.
- Ensure Equal Opportunity legislation practice and procedures are implemented consistently and fairly in relation to recruitment and selection, training, and other human resource management issues.
- Ensure that employees adhere to Council's policies on ethics, duty of care, professional standards, legal requirements, and resident complaints.

- Attend relevant forums relating to Community Development, Library Services, Communications, Customer Service and Community Engagement, and represent the Director Community and Corporate Services as requested.
- Provide advice and regular information regarding Community Development, Library Services, Communications, Customer Service and Community Engagement, activities to the Director Community and Corporate Services and Council, particularly those issues related to Council's strategic directions.
- Perform the role of Contract Supervisor where services are provided under contract.
- Assist as required, in major planning and service development reviews, and promote a cooperative and forward-planning approach with relevant service providers.
- Be responsible for planning and development of service delivery in the following service areas:
  - Community Development.
  - Customer Service.
  - Library Service.
  - Communications.
  - Community Engagement.
  - Other services as deemed appropriate.

### **Corporate Responsibilities**

- Establish and maintain productive relationships with relevant external agencies, including but not limited to other government departments, other sector groups, the general public, suppliers and neighbouring and regional LGAs.
- Represent Council at other relevant functions/meetings conducted by government, sector bodies and relevant business and community groups.
- Maintain awareness of regional and state-wide developments in services and provide advice to the organisation when required.
- Research and identify 'best practice' management techniques and technologies, and participate actively in Council's Best Value Program.
- Facilitate the development of performance measures and objectives for all services under incumbent's control.
- Proactively cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all Council functions.
- Ensure the security of Council's assets under the departments' control.
- Communicate in a manner, that achieves the support of staff, particularly when dealing with management decisions.
- Prepare and monitor budgets within prescribed limits, and report any significant budget deviations as soon as recognised.

- Ensure appropriate development, coordination, integration and provision of all services in consultation with staff as appropriate.
- Actively work with the local community and the broader community of the south-west, to monitor and assess community needs, and to recommend processes to address these needs.
- Ensure compliance with all relevant Government policies, standards and regulations.
- Provide leadership and support to local groups and agencies on community and leisure service-related issues.

### **Administration**

- Prepare, research and evaluate reports, submissions and correspondence relating to all service areas.
- Establish, develop and maintain systems and procedures suitable to the various services.
- Meet regularly with the Director Community and Corporate Services, staff, other personnel within Council, service providers and relevant agencies in relation to the operation and development of Community Development, Library Services, Communications, Customer Service and Community Engagement.
- Respond promptly and sensitively to community requests and complaints.
- Liaise and participate in Council task forces, advisory groups, committees, consumers, government departments, and other agencies as required.

### **Service Planning and Policy Development**

- Assist in the formulation and review of Council's organisational policies as requested.
- Develop and review policies and procedures for Community Development, Library Services, Communications, Customer Service and Community Engagement.
- Support the development and documentation of service specific policies, including effective monitoring and implementation as appropriate.
- Develop and review Service Plans or other plans as appropriate.

### **Program Management**

- Develop goals and objectives for all services that are responsive to community needs.
- Facilitate the development of regular and relevant evaluation processes across all services.
- Maintain up-to-date knowledge of developments in all service areas.
- Report regularly to the Director Community and Corporate Services on the operation of all services.

### **Community Engagement**

- Liaise with other community service providers, organisations and the community to ensure a well-planned and coordinated approach to service arrangements in the Shire.

- Represent Council on relevant committees/working groups as required.
- Direct, supervise and support the staff to ensure the effective and efficient management community services and leisure services units.
- Other Duties as directed.

### **Extent of Authority**

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- Directly responsible and accountable to the Director Community and Corporate Service.
- Accountable and responsible for effective and efficient performance of all duties and key responsibilities and adherence to position objectives as listed in this position description.
- Responsible for the viability of the Community Development, Library Services, Communications, Customer Service and Community Engagement within the framework of Council's policies and corporate goals.
- Responsible for achievement of set performance objectives for the established performance appraisal period.
- Responsible for adherence to budget, and the authorisation of expenditure in accordance with the budget and limits of delegation.
- May recommend selection, appointment and termination of employees.
- Required to recommend on strategic planning issues, and broader corporate responsibilities.
- Required to ensure Council's Risk Management Policy and procedures are observed and complied with at a personal level:
  - Taking all reasonable steps to reduce risks identified in risk audits and any other relevant studies.
  - Demonstrating a commitment to risk management principles and practices, and to maintaining a safe environment for staff and the community.
- Commit to and adhere with Council's Child Safe Requirements

### **Judgement and Decision Making**

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- Required to exercise independent and problem-solving ability with respect to the management of all services within the departments, in accordance with policies and procedures.
- Required to demonstrate methodology and technique in relation to the collection and interpretation of information.
- Able to make decisions with respect to policy and strategic direction when requested.

### **Specialist Skills and Knowledge**

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- Financial management skills associated with particular program areas, and requirements of the departments.
- HR Management skills associated with the day to day management of employees and their performance.
- General knowledge of funding guidelines and administration.
- Policy development and analytical skills.
- Program planning and development skills.
- Research and evaluation skills, including data collection and analysis.
- Knowledge of government policies and practices, and an awareness of current trends and issues, both national and international.
- Knowledge of the broader political context pertaining to Community Development, Library Services, Communications, Customer Service and Community Engagement.
- Understand, apply and encourage others to observe Council's Risk Management Policy and related procedures.

### **Management Skills**

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- Ability to provide a high level of leadership and staff management to a diverse team by creating the right environment which enables staff members to achieve their best.
- Ability to manage staff, budgets and projects to achieve organisational goals.
- Ability to work with other Managers to resolve problems and develop agreed ways of working together.
- Commitment to excellence in customer service.
- Ability to prioritise own commitments, set priorities and work within time constraints.
- Ability to negotiate, motivate and manage conflict resolution.
- Ability to retain sensitive information and confidentiality.
- Responsible for ensuring the health, safety and wellbeing of employees.

### **Inter-personal skills**

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- Strong professional leader demonstrating positive work behaviours and a genuine commitment to the organisation's values.
- A high level of political acumen and ability to build relationships with diverse internal and external clients.
- Ability to communicate effectively in both oral and written format to internal and external stakeholders, including excellent presentation skills.
- Ability to gain assistance and cooperation from other employees, the general community and other outside bodies.

- Ability to resolve conflict situations involving staff, clients, committees and/or members of the public.
- Ability to persuade, convince or negotiate with clients, members of the public, other employees, persons in other organisations in the pursuit of specific and set objectives.

### **Compliance with Legislation and Policies**

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- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures.
  - Southern Grampians Shire Council Staff Code of Conduct.
  - Privacy and Data Protection Act 2014 (Vic).
  - Equal Opportunity Act 2010 (Vic).
  - Occupational Health and Safety Act 2004 (Vic).
  - Government/Industry Codes of Conduct.
  - The Southern Grampians Shire Council Enterprise Agreement.
  - The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community.
- Responsible for ensuring the security of Council's assets under the Officer's control.
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), and for ensuring the health, safety and wellbeing of Council employees by:
  - Taking reasonable care for your own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act.
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
  - Contribute to OHS consultation processes.
  - Prompt reporting of hazards and incidents.
  - Initiating, developing and maintaining safe work systems and environments.
  - Applying skills to work with staff to lead, plan and drive OHS outcomes across the unit.
  - Ensuring compliance with OH&S and Risk Management Systems.
  - Ensuring the unit OHS activities and operations are conducted in compliance with applicable laws, regulations and Council code of conduct.
  - Engaging with teams to ensure that OHS responsibilities and expectations are understood and met by all.

- Ensuring the workplace is free of risk and hazards for employees to work.

## Qualifications and Experience

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- Tertiary qualification preferably in Communications, Public Relations or Social Sciences (or a related area) or extensive relevant experience.
- Post Graduate Degree in Leadership or Management desired.
- Current Victorian Driver's Licence.

## Key Selection Criteria

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The employee will demonstrate the following:

### **Functional Competencies**

- Demonstrated commitment and understanding of community engagement, involvement, monitoring and measuring.
- Demonstrated experience in the management of multi task business unit and human resources, including change management.
- Extensive experience in community development practise and strategy.
- Proven experience in developing strategic plans and delivering quality outcomes.
- Financial management skills.
- Demonstrated ability to function effectively in a highly political environment and to manage negative issues and turn these into positive results.
- Experience in developing and achieving initiatives and creative solutions in response to stakeholder needs.

### **Personal Competencies**

- Excellent interpersonal skills.
- Highly developed written and verbal skills.
- Negotiation and conflict-resolution skills.
- Problem analysis and problem-solving skills.
- Ability to accept responsibility and be accountable for performance levels.
- Ability to work as part of a team.
- Advocacy skills.
- Flexibility and non-judgemental approach.

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_