



Manager Corporate Services (HR 60/25)

Shire of Augusta Margaret River

Candidate
Briefing
Pack



www.amrshire.wa.gov.au

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SHIRE PROFILE

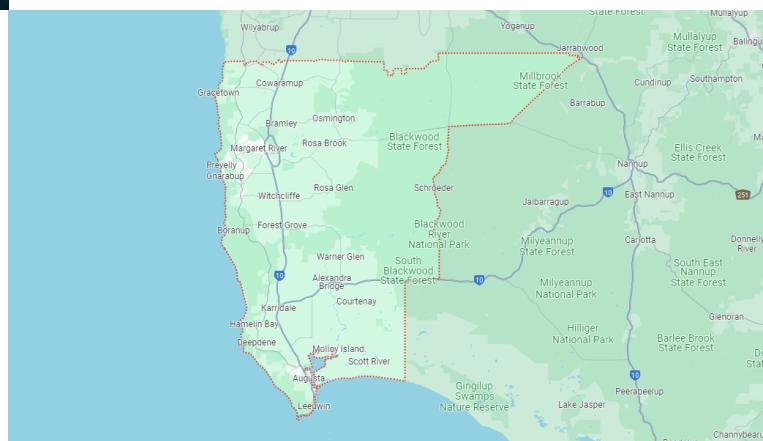
The Shire of Augusta Margaret River (AMR) is a dynamic and forward-thinking regional council in Western Australia, dedicated to fostering sustainable development and enhancing residents' quality of life.



The region boasts a vibrant community with a strong emphasis on community engagement, offering a range of amenities, including healthcare, education, recreation, and cultural programs. The area is home to excellent schools, providing residents with access to quality education.

With its stunning coastal, forested, and rural areas, AMR Shire offers a picturesque backdrop for a variety of outdoor activities. Living in this region provides a unique opportunity to be part of a welcoming community, enjoy a positive and supportive culture, and experience an unparalleled lifestyle surrounded by pristine beaches, towering forests, renowned wineries, and a lively art and cultural scene.

The Augusta Margaret River community is widely unique; each place holds its own distinct character and lifestyle, with commonly shared values of connection and sustainability. From urban townsites, to agricultural villages, mixed farming activities, coastal nodes and forests – the Shire is home to a diverse community.



Customer Service Charter

Our Customer Service Charter sets out our commitment to our customers, on the kind of service they can expect to receive from us at the Shire of Augusta Margaret River.

Service is a combination of the level of service provided, the way in which it is delivered and the processes and procedures supporting that service. We aim to provide our customers with exceptional service.





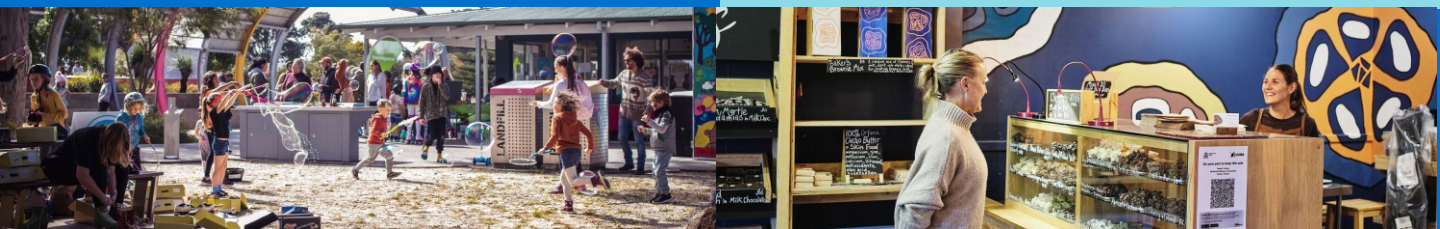
Recreation and Leisure

- Libraries
- Events and Workshops
- Sports, Parks Playgrounds and Trails
- Art Culture & History
- Tourists and Visitors
- Community Halls and Venues for Hire



Planning and Building

- Local Planning and Mapping
- Planning/ Development Approval
- Developing Your Property
- Health and Safety (Buildings and Property)
- Streets, Roads and Verges
- Planning Updates and Consultations



Residents and Community

- Cats, Dogs and Other Animals
- Bins, Waste and Recycling
- Fire and Emergency Management
- Community Support and Development
- Rates
- Community Health and Safety
- Licencing
- Cemeteries and Burials



Businesses

- Business Permits and Approvals
- Events, Busking and Filming
- Business Support and Grants
- Doing Business with the Shire
- Sustainable Business and Economy





Sustainability and Climate Change

The Shire recognises that all life has intrinsic value, is interconnected and that biodiversity and ecological integrity are part of the irreplaceable life support systems upon which the earth depends. Council is therefore committed to using its best endeavours to meet the needs of current and future generations through an integration of environmental protection, social advancement and economic prosperity.

Our five key objectives are:

1. To ensure an integrated proactive approach to managing population growth and providing a high quality sustainable built environment for future generations.
2. To ensure an integrated approach to protecting the natural environment that safeguards biodiversity and provides a sustainable natural environment for future generations.
3. To enhance the quality of community life in the Shire characterised by vibrant participation, cohesiveness, increased social capital and recognition of the need for social justice and community safety.
4. To foster economic prosperity in the Shire and South West Region.
5. To strengthen the Shire's position as an innovative, independent local government achieving business excellence.

The Shire strives to achieve these objectives by:

- Ensuring that the way we govern as a Council is driving the transition to a sustainable future
- Leading by example and playing our part in solving the global challenges of sustainability
- Valuing and protecting our environment and ensuring the sustainable management and use of natural resources
- Planning and encouraging our community to reduce its ecological footprint and enhance its quality of life at the same time
- Supporting our community to fully participate in achieving a sustainable future
- Assisting business to benefit from and contribute to sustainability.

Sustainable Economy Strategy 2021 - 2025

Background paper to the Sustainable Economy Strategy



TOWNSITE PROFILES



Margaret River

Margaret River is a unique place where the community is holistically connected to the natural environment and all the opportunities it can bring.

[VIEW MORE](#)



Augusta

Augusta is a unique, friendly, biodiverse coastal village where the bushland meets the still waters of the river and the wild ocean, in a landscape of pelicans, the water and sky.

[VIEW MORE](#)



Cowaramup

Cowaramup is a charming, friendly and collaborative country community where peaceful neighbours, trees and wildlife thrive.

[VIEW MORE](#)



Gracetown

Gracetown is a special place where people enjoy the raw beauty of the surf, ocean, and its unique natural geology.

[VIEW MORE](#)



Karridale and Kudardup

Karridale and Kudardup are rural communities of solitude and choice where family farms provide homes in the country.

[VIEW MORE](#)



Prevelly and Gnarabup

Prevelly and Gnarabup form a unique coastal community where raw bushland meets wild ocean and the pristine Margaret River.

[VIEW MORE](#)



Witchcliffe

Witchcliffe, a historical and creative rural community built on the values of inclusiveness, sustainability and relationships.

[VIEW MORE](#)



All other places

The Shire is comprised of many other smaller villages and hamlets including Alexandra Bridge, Rosa Brook, Rosa Glen, Osmington, Bramley, Boranup, Hamelin Bay, Scott River and others...

[VIEW MORE](#)

Select each tile to view more about each area, including:

- Plans
- Key Projects
- Quarterly reports
- News



REPORTS

Corporate Business Plan

The Corporate Business Plan 2024-28 operationalises the Strategic Community Plan, identifying the services and priority projects to be undertaken over the next four years to meet the Strategic Community Plan outcomes.

The Corporate Business Plan describes:

- A future vision for the Shire of Augusta Margaret River
- How the Shire will achieve its objectives
- How the Shire will resource its objectives

The Corporate Business Plan is a rolling four-year plan that is reviewed every year. Year One of the Corporate Business Plan is funded through the Annual Budget.

The next iteration of the Corporate Business Plan is due to be endorsed by Council in July 2025.

Corporate Business Plan 2024 - 28

Long Term Financial Plan 2024 – 25 to 2033- 34



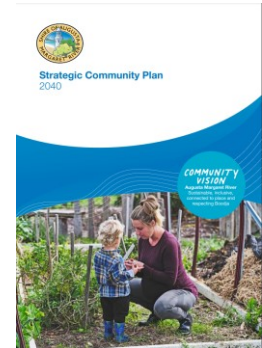


REPORTS

Strategic Community Plan

The Strategic Community Plan is the overarching plan that informs the Shire's activities and Council's decision-making. This document is developed with input from the community and key stakeholders, and articulates the community's vision for our region, and the outcomes we will pursue.

The Strategic Community Plan is reviewed every four years to ensure the Shire is still on track with the diverse and evolving needs of its communities. The latest iteration of the Strategic Community Plan is currently in development, with Council due to endorse it in July 2025.



Budget overview 2025-26

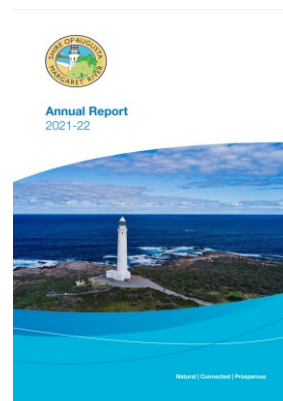
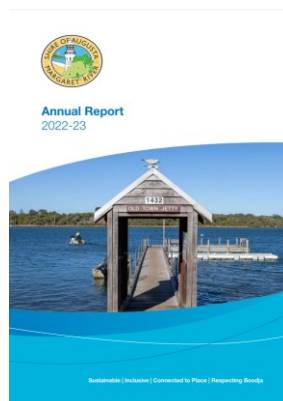
The Shire's 2025-26 budget is designed to deliver on the priorities of our Shire community now and into the future.

We budget for a broad range of services to benefit our diverse community. From maintenance of roads, paths and trails to provision of playgrounds, sporting grounds, libraries and recreational facilities, the 2025-26 budget prioritises renewal of infrastructure and improvements to customer experience.

We will invest in service and facility provision to achieve the objectives in the [Strategic Community Plan](#) and keep our community inclusive, connected and sustainable.

| | |
|-----------------------------------|---|
| SHIRE OF AUGUSTA MARGARET RIVER | |
| ANNUAL BUDGET | |
| FOR THE YEAR ENDED 30 JUNE 2024 | |
| LOCAL GOVERNMENT ACT 1995 | |
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| Statement of Comprehensive Income | 1 |
| Statement of Cash Flows | 2 |
| Statement of Financial Position | 3 |
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Annual Reports





COUNCIL COMMITTEES

Audit and Risk Management Committee

The objectives of the Committee are to:

- Assist the CEO in carrying out the review under Regulation 17 of the Audit Regulations of systems and procedures concerning risk management, internal control and legislative compliance
- Monitor and advise the CEO in reviews of certain systems prescribed by the audit and financial management regulations
- Support the auditor as required and have functions to oversee:
 - The implementation of audit recommendations made by the auditor, which have been accepted by the Council; and
 - Accepted recommendations arising from reviews of local government systems and procedures
- Receive and verify the annual Local Government Statutory Compliance Return
- Advise Council on significant high-level strategic risk management issues related to the Shire of Augusta Margaret River
- Discharge the functions outlined in Regulation 16 of the Local Government (Audit) Regulations 1996.

Local Emergency Management Committee

The objectives of the Committee are to:

- Advise and assist the Shire of Augusta Margaret River in ensuring the Local Emergency Management Arrangements are established and maintained for its district
- Liaise with public authorities and other persons in the development, review and testing of the Local Emergency Management Arrangements
- Revise, at least annually, the Local Emergency Management Arrangements, with a complete review every five years
- Assist in the preparation of emergency management operating procedures for application in the Shire
- Ensure appropriate testing and exercising of the Local Emergency Management Arrangements
- Prepare an annual report of the activities of the Committee for submission to the State Emergency Management Committee (SEMC)
- Assist in the preparation and review of the Augusta Margaret River Local Emergency Risk Register and provide guidance in the treatment strategies to reduce the risk to the community
- Carry out such other emergency management functions as directed by the SEMC, or as prescribed by the Emergency Management Regulations 2006.



Bush Fire Advisory Committee

The objectives of the Committee are to:

- To advise Council on all matters relating to the operations of the Bush Fires Act 1954
- To advise Council on the best and most efficient means of maximising fire control resources in the district.

Behaviour Complaints Committee

The objectives of the Committee and extent of authority provided to the Committee are specified in the relevant Delegated Authority, and include:

- Dismissing a behaviour complaint in accordance with clause 13 of the Code of Conduct and providing reasons for any such dismissal
- Making a Finding as to whether an alleged complaint has or has not occurred, based upon evidence from which it may be concluded that it is more likely that the breach occurred than it did not occur [clause 12(3) of the Code of Conduct]
- Determining reasons for such a Finding
- Where a Finding is made that a breach has occurred, determining:
 - To take no further action; or
 - Prepare and implement a plan to address the behaviour of the person to whom the complaint relates.
- The extent of the authority of the Behaviour Complaints Committee is limited by Condition of the Delegated Authority.

[Click here](#) to view
meeting dates,
agendas and minutes





THE WAY WE DO THINGS

Respect Integrity Community Excellence



ORGANISATION STRUCTURE

CEO

Corporate & Customer Services

Corporate Services

- Customer Services
- Finance
- Organisational Planning & Performance
- Communications

Legal & Governance Services

- Legal Services
- Property & Land Administration
- Governance & Risk Management
- Procurement & Contract Management

People, Culture & Safety

- Human Resources
- Work Health & Safety
- Organisational Development

Information Management

- Information Communication & Technology
- Business Analyst
- Records Management

Sustainable Development & Infrastructure

Regulatory Services

- Planning & Development
- Building Services

Major Projects & Waste

- Waste
- Project Management
- Technical Services

Asset Services

- Asset Management
- Landcare
- Community Buildings

Works

- Construction
- Maintenance
- Parks & Gardens
- Workshop, Stores and Fleet
- Plant Replacement

Community Fire & Emergency Services

Sustainable Economy & Communities

Arts, Culture, Community & Events

- Community Planning & Development
- HEART Support
- Arts and Economic Development

Sports & Recreational Services

- Recreation Planning & Development - Learn to Swim, Fitness, Childcare
- Recreation Operations - Customer Service, Admin, Aquatic, Cleaning

Holiday Parks

Libraries

- Rangers
- Environmental Health

Executive & Councillor Support

Key

- CEO
- Directorate
- Business Unit Manager
- Team/Key Service Area



OUR LEADERSHIP TEAM



Nick Logan

Director Sustainable Development and Infrastructure

The Director Sustainable Development and Infrastructure oversees the planning and development across the Shire, the maintenance of community assets and the long-term protection of the environment.



Nick Byrne

Director Sustainable Economy and Communities

The Director Sustainable Economy and Communities works with local business, industry and community leaders to drive sustainable economic and community outcomes through partnerships and projects.



Mel Stevens

Director Corporate and Customer Services

The Director Corporate and Customer Services drives corporate and culture approaches to ensure strong organisational performance, financial sustainability, and outstanding customer experiences across the Shire.



COUNCILLORS



Julia Meldrum
Shire President



Cr Tracey Muir
Deputy Shire President



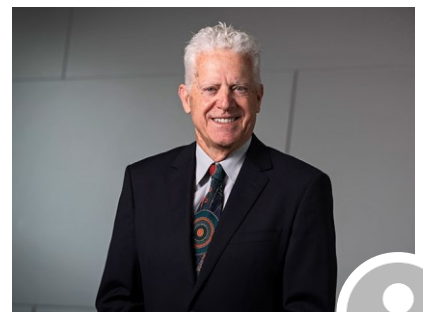
Cr David Binks



Cr Kylie Kennaugh



Cr Ian Earl



Cr Greg Boland



Cr Melissa D'Ath



POSITION DESCRIPTION

| | |
|------------------|--|
| Position Title | Manager Corporate Services (HR 60/25) |
| Directorate | Corporate & Customer Services |
| Level | Maximum Term 5-year contract – circa 150k salary plus super |
| Accountable to | Director Corporate & Customer Services |
| Accountable for | Finance Coordinator Management Accountant Communications Coordinator Customer Services Team Leader Organisation Planning and Performance Officer |
| Primary Location | Margaretr River Civic Administration Centre |
| Delegation | As per Authorisations & Delegations Register |

Position Overview

Position Purpose

- Manage the Corporate Services portfolio with a focus on finance and rates management, driving and developing excellence in customer service organisation-wide, guiding the communications team in priority message delivery, performance planning and measurement and reporting capabilities.
- Lead continuous improvement initiatives in the portfolio areas to ensure strategic documents, financial resources, customer services, communications and strategic documents meet the needs of the organisation in delivering community priorities.



Position Responsibilities



- Provide leadership to the portfolio area to deliver positive outcomes for each key service area.
- Develop and deliver projects, programs and initiatives that support the Shire’s strategic direction of achieving organisational excellence in customer service, including those outlined in the Customer Experience Strategy
- Demonstrate a high level of agility to meet evolving demands and develop/deliver responsive and effective strategies
- Provide professional, expert advice to Council, the CEO, Directors and other Managers
- Provide leadership to ensure good governance and directorate compliance with all decisions, endorsed plans, policies, procedures and directives
- Deliver this position’s annual KPIs
- Provide strong leadership for teams reporting in and drive a healthy, safe, customer- focused and values-focused performance culture
- Execute documents, make decisions and authorise expenditure in accordance with delegations

| Key Responsibilities | |
|---|---|
| Internal | External |
| Councillors Internal Committees Executive Leadership Team Senior Leadership Team Business Unit Staff All Shire Staff | Community members and groups Public utilities and authorities Consultants and other professionals State and Federal ministers and departments Associations of local government Local governments |



POSITION REQUIREMENTS

Essential

- Professional qualification in Finance, Commerce or similar
- At least three years' experience in a leadership position in the Finance field
- Proven leadership capability coupled with strong interpersonal skills and an ability to develop trust and engagement within a workforce and manage the demands of varied areas of responsibility
- Demonstrated community mindset, with a strong focus on providing excellence in delivery of services to both internal and external customers
- Excellent verbal and written communication skills to be able to communicate clearly and concisely to a broad range of stakeholders
- Strong organisational skills with the capacity to work unsupervised, manage priorities and meet deadlines
- Proven ability to build strong relationships with Executive, team and key stakeholders

Desirable

- Previous experience working in a Federal, State or Local Government setting
- Demonstrated financial management experience including preparation of monthly financial management reports, annual budgets, annual financial report and long-term financial plans including managing interim and annual audits
- Working knowledge of managing customer services, communications and marketing principles and strategies

Application Process

- Applications must include a Cover Letter addressing the Position Requirements detailed in the Position Description, along with a Resume.
- To access further information on the role and position description please visit www.armshire.wa.gov.au
- The closing date for applications is: Friday, 11 July 2025 by 5pm.
- Canvassing of elected Augusta Margaret River Shire members will result in disqualification of application.



REMUNERATION & CONDITIONS OF EMPLOYMENT

Salary and Benefits

- Maximum term 5-year contract – circa \$150k salary plus super
- Superannuation contribution of 12.0%
- Professional Development Allowance of \$3,500 per annum for use in development of the successful candidate's profession
- Professional Memberships \$1,000 per annum
- Relocation assistance is available up to the value of up to \$2,500 for intrastate or \$5,000 interstate (with conditions applying)
- Access to flexible salary packaging arrangements with eligible employees able to access benefits relating to permanent relocation, remote area rent, mortgage interest and/or utilities
- Journey insurance to and from work
- Additional leave benefits (for example, paid parental leave, paid community emergency service leave, 3 days supplementary leave benefit, and others)
- Access to Employee Assistance Program
- Flu vaccinations
- Recreation Centre membership

Employment Conditions

- Pre-employment: fitness for work assessment and drug/alcohol screening
- Provision of current National Police Clearance
- Satisfactory professional reference checks
- Full-time hours with the requirement to be highly flexible to attend additional after-hours commitments (for example community meetings or events)
- Flexible Working Arrangements may be approved at CEO discretion

