

Position Description



Position Title	Manager Corporate Services
Directorate	Corporate & Customer Services
Level	Management - Negotiated
Reports to	Director Corporate & Customer Services
Responsible for	<ul style="list-style-type: none">• Finance Coordinator• Management Accountant• Communications Coordinator• Customer Services Team Leader• Organisational Planning and Performance Officer
Primary Location	Margaret River Civic Administration Centre (travel to other locations is required on a regular basis)

Position Overview

- 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



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

Key Relationships

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



Our Values - The Way We Do Things

- Respect** We acknowledge our culture, environment and community, whilst ensuring our behaviour has a positive impact.
- Integrity** We have the courage to do the right thing and be transparent in our decision making.
- Community** We focus on supporting positive collaborative relationships that connect our communities to deliver great outcomes for the wider community.
- Excellence** We are committed to providing a high level of service to our customers and are open to opportunities and change.

Acknowledgement

Incumbent Name	Signature	Date
Reporting Officer Position & Name	Signature	Date