**Attachment 1 - Manager Key Functions and Duties**

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| **Key functions** | **Specific duties** |
| Effective governance & corporate leadership | To provide leadership and develop relationships, which will encourage and enhance the reputation of the Unit within the Shire as a key member of the Senior Leadership Team (SLT). This role will include:* Oversight of the development of the Unit and provision of high level advice to Council, Shire Officers, relevant stakeholders and the Community on Local Government and relevant legislation, operations and the specific to the Unit.
* Oversight of the development of best practice within the Unit.
* Preparation of reports for Council and Committee meetings and responding to Council’s requests for information and advice.
* Management of projects and initiatives that meet strategic outcomes within adopted timeframes.
* Leading the development of policies and initiatives that provide for future development in Council’s approach to the services it provides for its ratepayers and community users
* Lead and model behaviours consistent with the Shire’s Values and Code of Conduct, policies and management practices as amended from time to time
* Develop leaderships systems that promote accountability, good governance, risk management and financial due diligence
* Provide clear direction, communication and support towards achieving the Shire’s vision
* Ensure all duties as directed by the Chief Executive Officer and Director are fully undertaken in a timely fashion.
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| A culture of innovation, quality & continuous improvement | * Procedures, systems and processes are in place for all key activities within the Directorate
* Policies are developed and reviewed in a timely manner
* Adopts industry best practice standards
* Applies benchmarking or industry comparisons as a tool for performance improvement
* Manages and leads innovation
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| Effective strategy, planning & asset management | * Contribute to the attainment and development of strategic plan outcomes, goals, strategies and actions;
* Fulfils integrated planning requirements including Strategic, Corporate, Operational, Asset, Financial and Workforce Planning
* Applies financial benchmarks such as unit costs to measure and improve productivity
* Seeks supplementary funding including grants to expand services
* Complies with Council's purchasing and tendering procedures
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| Effective knowledge & information management | * Accurate and timely registration of Shire records
* FOI request information submitted in a timely manner
* Records are processed as per the Shire's Record Keeping Plan and State Records requirements
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| Community & customer focus | * Shire Customer Service Standards are followed within the Unit
* Measures and reports on customer service and satisfaction
* Timely and cost effective delivery of programs and services to customers
* Customer complaints are registered and acted upon in a timely manner
* Consults and involves stakeholders in decision making
* Promote positive customer relations and external communications
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| Highly skilled & motivated people | * Provide strategic direction and effective management of the Unit’s human resources in accordance with relevant legislation, standards and Council Policy.
* Develops, reviews and implements workforce plans
* Undertakes regular team meetings and promotes effective communication within Unit
* Staff requests and issues are managed within a timely manner
* Develops and maintains a safe and fair working environment including implementing safety controls within a timely manner
* Develops performance targets and evaluates and recognises staff performance in a timely manner
* Contributes to the learning environment, staff inductions and development plans
* Manages staff recruitment and selections processes
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| Effectively measure & report on success & sustainability | * Works within budgets
* Comments for Financial Management Reports are received within timeframes
* Timely completion of quarterly and annual reports
* Statutory returns submitted accurately & timely
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