

Burdekin Shire Council is seeking applications for a Manager Community Services.

The Position

The key responsibilities include:

- Develop, coordinate and review Council's Community Services.
- Oversee Library Services and Cultural Venues operations, and supervise relevant Managers in these areas.
- Ensure the effective development and promotion of information about the range of Council and other community services.
- Overseeing the delivery of community activities and events.
- Coordinate sport and recreation clubs and other community organisations to maximise use of infrastructure to the benefit of those clubs and organisations, and the community as a whole.
- Develop and review Council's social planning strategies and associated policies, manage Community Services projects, ensuring key deliverables are met in a timely manner.
- Prepare well-considered reports for Council and make presentations as required.

The Person

The successful applicant will possess the following attributes at a minimum:

- Diploma or Bachelor level in Social Sciences, Humanities, or Arts; or significant experience in working in a similar role in the public or community sector.
- Proven ability to develop and implement community development related strategies, programs and manage associated budgets.
- Effective interpersonal, communication, presentation and facilitation skills across a wide variety of stakeholders.
- Extensive experience in developing, implementing and maintaining co-operative working relationships between government agencies and community groups.
- Demonstrated possession of well-developed negotiation, co-ordination and research skills.
- Demonstrated project and event management skills.

Applicants should familiarise themselves with the entire position description.

This position is being offered under a 4 year fixed term contract with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **19/01 – Manager Community Services** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. **19/01**, PO Box 974, Ayr Qld 4807

Applications close on Friday 8 February 2019 at 5.00pm. Word or PDF format is preferable.

For further information please contact Nick O'Connor – Director Corporate and Community Services on (07) 4783 9800.

Position Number	10002
Classification	Contract
Reports To	Director Corporate and Community Services
Place of Employment	Burdekin Library, 108 Graham Street, Ayr

Position Objective

Reporting to the Director Corporate and Community Services and in accordance with Council plans and policies, this position is responsible for:

- Management of a multidisciplinary team in the delivery of community services and access to community facilities.
- Ensuring Burdekin Shire Council is efficiently and effectively providing or partnering in the provision of community services within the Burdekin Shire.
- Encouraging and building resilience and capacity of the local community to increase capabilities and wellbeing.

Key Responsibilities

Council is committed to a 'One Team One Council' approach where all departments work collaboratively to achieve value for money for Burdekin residents and ratepayers.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities include:

- Develop, coordinate and review Council's Community Services.
- Coordinate and be accountable for the financial operations in relation to Community Services, including all reporting requirements.
- Oversee Library Services and Cultural Venues operations, and supervise relevant Managers in these areas.
- Work collaboratively with a broad range of stakeholders to identify local community needs, issues and opportunities for enhanced service delivery.
- Develop new resources in consultation with the community and evaluate existing programs to ensure relevance, effectiveness and viability.
- Ensure the effective development and promotion of information about the range of Council and other community services.
- Manage Council's community grants program.
- Develop relationships with relevant state and federal government community services agencies, and local not for profit organisations.
- Overseeing the delivery of community activities and events.
- Gather community feedback on projects and events for improvement opportunities.
- Coordinate sport and recreation clubs and other community organisations to maximise use of infrastructure to the benefit of those clubs and organisations, and the community as a whole.
- Develop and review Council's social planning strategies and associated policies, manage

- Community Services projects, ensuring key deliverables are met in a timely manner.
- Provide accurate, concise and timely advice to the Chief Executive Officer, Director Corporate and Community and other officers as requested.
 - Prepare well-considered reports for Council and make presentations as required.
 - Ensure relevant grants and subsidies are applied for through existing channels and ensure their timely acquittal.
 - Ensure efficient, effective and professional customer service is provided to the community and colleagues.
 - Comply with all Work Health and Safety legislation and associated Council policies and procedures ensuring the safe running of events and activities for staff and the public.

Position Requirements

Knowledge

- A sound understanding of community services and capacity building processes within a local government context.
- A sound understanding of Council's long-term goals within a community services context and how those goals interrelate with broader corporate objectives.
- Knowledge of relevant legislation including the *Local Government Act 2009* and how it relates to this role.
- Knowledge of relevant policies and procedures.
- Knowledge of the cultural, sporting and community characteristics of the Burdekin Shire and neighbouring regions.
- Understanding of the legal, social, and political impact of decisions made in this position.
- Knowledge of funding sources for supporting community development opportunities.
- Understanding of Work Health and Safety requirements and responsibilities.

Skills

- Budget and operational plan development and performance monitoring.
- Advanced people management.
- High level communication, including group facilitation.
- High level project management.
- Advanced event management.
- High level of computer literacy.
- Time management skills to manage own time and the time of support officers to achieve programs and policies set by Council.
- Active listening skills.
- Highly developed analytical skills.
- Advanced negotiation skills.
- Administration skills in completing funding applications.

Abilities

- Ability to work autonomously.
- Ability to communicate with and supervise support officers.
- Ability to communicate with community representatives and organisations.
- Oral comprehension abilities to listen to and understand information and ideas presented through spoken words.
- Written comprehension abilities to communicate information and ideas in writing so others will understand.

Other Requirements

- This position requires an enthusiastic and motivated individual who can communicate ideas to a wide variety of stakeholders.
- An ability to work flexible hours including after business hours and weekends as required.

Experience and Qualifications

- Diploma or Bachelor level in Social Sciences, Humanities, or Arts; or significant experience in working with community groups and organisations.
- Extensive experience in a similar role in the public or community sectors.
- Queensland class C drivers' licence.
- First aid certificate.

Extent of Authority

- Accountable to the Director Corporate and Community Services for performance of the position.
- Authorised to act on behalf of Council in accordance with delegations from the Chief Executive Officer.

Core Competencies

These competencies relate to positions at this level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.
- Set the goals and parameters.
- Identify major issues.
- Ensure that all team members know the goals, parameters, and major issues.
- Facilitate input by team members.
- Make timely decisions.
- Assign tasks.
- Coach team members.
- Ensure that the team monitors progress, analyses results, and make appropriate changes.
- Establish and maintain an effective team environment.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customers' expectations and base the service on this knowledge.
- When appropriate, treat major customers like business partners in designing Council's services.

- Develop and implement strategies to coach and train colleagues and teams to improve customer service.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.
- Actively listen.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of written and verbal communication.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.
- Monitor implementation of strategies for improving quality and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of work.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to reduce adverse environmental impacts.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.
- Develop and implement strategies to coach and train colleagues and teams to improve work health and safety.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.
- Analyse and improve efficiency in the workplace.
- Develop and implement strategies to coach and train colleagues and teams to improve workplace efficiency.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that employees take up permanent residency within three months of the successful completion of their probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Diploma or Bachelor level in Social Sciences, Humanities, or Arts; or significant experience in working in a similar role in the public or community sector.
2. Proven ability to develop and implement community development related strategies, programs and manage associated budgets.
3. Effective interpersonal, communication, presentation and facilitation skills across a wide variety of stakeholders.
4. Extensive experience in developing, implementing and maintaining co-operative working relationships between government agencies and community groups.
5. Demonstrated possession of well-developed negotiation, co-ordination and research skills.
6. Demonstrated project and event management skills.

Desirable

1. Prior experience working in Local Government.