

## POSITION DESCRIPTION

POSITION TITLE	Director Community Services
DIRECTORATE - SECTION	Community Services
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Chief Executive Officer

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

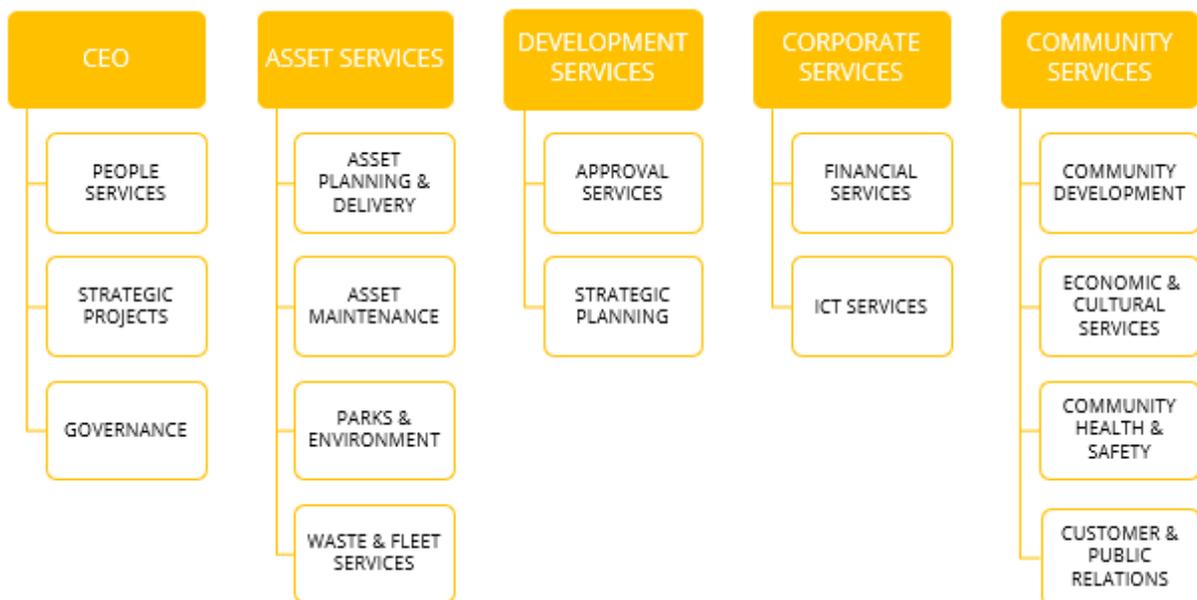
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Ensure through contemporary management and the maximisation of available resources that the Community Engagement Directorate are administered strategically, effectively, and efficiently.

## KEY RESULT AREAS

### COUNCIL (ELECTED MEMBER) AND EXECUTIVE (CEO AND DIRECTORS) SUPPORT

- Council (including Committees) and the Executive are fully and accurately informed and supported to ensure the best possible strategic and operational decisions are made; and initiatives and programs implemented, in relation to the Community Engagement Directorate.
- Regular attendance at Council and Community meetings, workshops, and similar events, occurring at least weekly after hours.

### STRATEGIC / OPERATIONAL PLANNING

- Effective strategic and operational business plans and service reviews (appropriately linked to relevant goals within the City's strategic plan(s)) are developed; implemented and regularly reviewed for the Community Engagement Directorate; including plans for each of the individual service areas.

### CUSTOMER MANAGEMENT

- The strategic management and operational environments related to the Community Engagement areas are proactively maintained, improved, and produce the highest possible levels of community satisfaction through the provision of high quality and initiatives, programs, services, and facilities.
- A strong customer centric culture will be pursued and will align to the Customer Service Strategy and Charter of the organisation. Customers should be analysed in terms of the kind of customers and the processes being provided to the different customer groups.

### LEADERSHIP AND DEVELOPMENT

- Community Engagement teams and direct reports are consistently provided with high quality; dynamic; innovative and proactive strategic leadership; guidance and support, including regular and constructive feedback about performance and development opportunities.
- A dynamic learning environment is to be pursued to ensure employees self-improve and display the corporate cultural attitudes that are expected in a service centric organisation.

### BUSINESS PROCESS MANAGEMENT

- All mission-oriented and support business processes are continually reviewed and improved and are used to measure the effectiveness of the directorate and ensure that all products and services conform to customer requirements.

## **WORKPLACE HEALTH AND SAFETY**

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **TRAINING/QUALIFICATION(S)**

- Tertiary Qualification in a related industry and / or relevant experience
- Post Graduate qualifications Business Management will be highly regarded.

## **SELECTION CRITERIA**

### **1. Shapes and manages strategy.**

Inspiring a sense of purpose and direction. Understanding the City's current and potential future role in providing services to the community.

### **2. Achieves results.**

Supporting organisational sustainability and driving the change agenda within a sensitive, complex, and high-profile organisation. Fostering a quality focus in the provision of community services. Allocating resources, organisational planning and managing physical and financial assets.

### **3. Builds productive relationships.**

Building, nurturing, and sustaining internal and external relationships to drive a continual improvement and opportunities agenda within a complex and high-profile organisation.

### **4. Exemplifies personal integrity and self-awareness.**

Acting decisively with significant personal integrity, honesty, and high ethical standards and as a role model for leadership by consistently raising critical and difficult issues. Retaining a focus on the end goal and overcoming significant barriers and obstacles such as negative mindsets.

### **5. Communicates and influences effectively.**

Negotiating persuasively, presenting a convincing and balanced rationale while focusing on the desired objectives and outcomes. Identifying key stakeholders and engaging their support. Promoting an understanding of policies, processes, and objectives.

## KNOWLEDGE REQUIREMENTS

- Extensive knowledge of Local Government functions and processes.
- Understanding of legislative requirements that guide the City.
- Demonstrated experience in community development practices and processes.
- Extensive knowledge and experience in stakeholder and community engagement and consultation processes.
- Emergency management, fire management.
- Communications, marketing and customer service
- In depth knowledge of contemporary leadership practices and teamwork.
- High Level skills in strategic thinking and planning.
- High level skills in advanced report writing and policy development.
- High level attention to detail skills.
- Sound financial, contract and risk management skills and business acumen.
- Sound knowledge of human resource management principles and practices.
- Extensive experience in directing a multidisciplinary portfolio focussed on delivering Community facing services through collaboration and excellence.
- Understanding of asset management principles and practices.
- Significant exposure to community services typically managed by Local Governments
- Knowledge of project management techniques.
- Understanding of political environments and how to adapt within such environments.
- Ability to be creative, innovative, and agile.
- Skills in building a culture that is positive and caring.
- Ability to mentor staff at all levels in organisation.

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## **DRIVERS LICENCE**

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## **AGILITY**

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: CEO

DATE PD REVIEWED/APPROVED: 6 August 2024

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