

Executive Manager Community Services

About the role

The **Executive Manager Community Services** will oversee and lead a range of services, including, but not limited to community development and activation, tourism and marketing, Burnie Arts and other projects which add value to the community.

As a key member of the Executive Management Team (EMT), this role plays a critical part in supporting the General Manager by providing strategic advice that enables Council to make informed decisions aimed at enhancing the community's prosperity and wellbeing both now and into the future. The role involves regular high-level reporting and the provision of accurate, timely data for formal Council reports. This often requires the clear and concise presentation of complex information, both in written documentation and through strategic discussion, frequently within tight timeframes.

To successfully deliver on these objectives the **Executive Manager Community Services** must be an exceptional people leader, known for fostering collaborative, inclusive, and high-performing teams with a strong focus on delivery, customer service, and community impact. The role requires the incumbent to work collaboratively and constructively, exhibiting a high level of emotional intelligence, political astuteness and accountability.

It will be important for the incumbent to develop effective partnerships with the community and stakeholder groups and oversee the effective coordination and facilitation of partnership agreements with other organisations.

Additionally, the **Executive Manager Community Services** is responsible for ensuring the wellbeing and productivity of the department and will be required to lead, inspire, motivate, coach and mentor employees to ensure that they are performing optimally, and that expectations are met with transparency and fairness.

Role specific accountabilities

- Work with the Burnie Arts Director to increase utilisation and patronage of the Burnie Arts facility and ensure efficient operations
- Assist with the development, management and evaluation of plans, projects, events and community grants
- Respond to identified community needs and facilitate the development and implementation of appropriate strategies to meet those needs
- Develop links and foster partnerships that encourage cooperation and coordination between community organisations and Council
- Actively identify and coordinate, or contribute to, the investigation of community development initiatives within the municipality or region to support Council's strategic plan.
- Have effective oversight of legislative and policy compliance across the community services department.
- Oversee and act upon the departments financial, budget and operational performance including completing all necessary reporting requirements.
- Develop and maintain strategic partnerships with key stakeholders to support quality community outcomes including promoting and enhancing the effectiveness of Council's role within the community.

- Provide accountable leadership to support the achievement of operational plans, key performance indicators and strategic performance objectives.
- Work with Managers, EMT and Councillors to prepare and implement new and updated policies and procedures.
- Follow Council's Risk Management Framework to ensure transparency and control and ensure that appropriate risk management strategies are implemented to identify and mitigate risks to Council.
- Deliver cultural excellence through people leadership, change adaption and resilience by developing a highly skilled workforce of the future in the context of succession planning, technology change, cross-skilling, continuous improvement and innovation.
- Identify and implement transformative and innovative continuous improvement activities that enable more streamlined, customer focused and positive outcomes using effective change management practices and stakeholder engagement.
- Ensure all operations within the team are conducted safely and in accordance with WHS legislation, safety regulations and Council policy. Work collaboratively with stakeholders to champion WHS initiatives, culture change and build health and safety capability across the workforce.
- Lead and promote organisational change and the establishment of effective systems and processes.
- Attend Council meetings, Councillor workshops and other strategic sessions as required.
- Effectively undertake an active role in Municipal Recovery Coordination on behalf of Council
- Effectively undertake the role of Child Safety Officer on behalf of Council
- Any other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people;
- Delivering positive outcomes for the Burnie community by taking a customer-centric focus in everything you do;
- Contributing to the achievement of Council's overall strategy and operating deliverables;
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork and shared values; and
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.

To be successful

- Relevant qualification in community services or relevant discipline
- Extensive senior leadership experience in a complex service environment, including a proven record in delivering outcomes to meet community and stakeholder objectives
- A comprehensive understanding of the local government sector and partnership development
- Financial management skills including sound experience in the preparation of budgets and forecasts
- Highly developed strategic thinking, contemporary leadership and stakeholder relationship building skills including political acumen
- Demonstrated commitment to internal and external customers through the provision of timely, reliable and expert advice on matters within the area of responsibility

- Highly effective written and verbal communication and the ability to represent Council at senior levels
- Demonstrated experience in community recovery responsibilities
- Current drivers licence

Who you will work with

This role reports directly to the General Manager and is expected to work closely with them, the broader EMT, and a range of internal and external stakeholders to support Council in achieving its strategic and operational objectives.

The position currently has seven direct reports: Director Burnie Arts, Communications and Engagement Advisor, Community Activation Officer, Executive Assistant, Burnie City Market Manager, Makers Market Coordinator, and Volunteer Coordinator. The Executive Manager Community Services holds overall accountability and oversight of staff across the following areas of responsibility:

<u>Burnie Arts</u>	<u>Tourism and Marketing</u>	<u>Community Development</u>
• Burnie Arts	• Corporate Communications	• Events
• Museum	• Community Engagement	• Community Grants
• Visitor Information	• Marketing	• Youth
• Cultural Development	• Tourism Development	
	• Volunteers	
	• Cruise Ships	
	• Markets	

You are expected to consistently display constructive leadership behaviours and to develop your people through coaching, capability and empowerment. You will have the independence and autonomy to lead, prioritise, and allocate work to achieve those outcomes.

You are expected to work collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

Other important information

Location: City Offices – 80 Wilson Street, Burnie

Employment type: Full-time

Hours: 38 hours per week

Classification: Not Applicable - Contract by negotiation

Other employment information can be found here: <https://www.burnie.tas.gov.au/Council/Careers>