

# POSITION DESCRIPTION

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<b>Position Title:</b>	Manager Community Development
<b>Position Number/s:</b>	CCB-005
<b>Employment Type:</b>	Executive Contract
<b>Directorate:</b>	Corporate and Community Building
<b>Location:</b>	Charters Towers

## POSITION OBJECTIVE

Provide strong, decisive leadership, guidance and support to the Community Development Unit in relation to Tourism, Events, Library, Customer Service and Records as well as community, cultural, social and event planning and development to ensure Council has a professional Community Development portfolio. Provide high level support to the Executive Manager Corporate and Community Building as well as the Executive Leadership Team as a whole.

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Executive Manager Corporate and Community Building
Directly supervises:	Events Coordinator, Library Coordinator, Tourism Coordinator, Customer Service and Records Coordinator

## DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

## KEY RESPONSIBILITIES

1. Provide leadership, guidance, support, advice and direction to Council in the following service areas:
  - Tourism, Events, Library and Customer Service and Records
  - Community Planning and Development
  - Cultural Planning and Development
  - Social Planning and Development
  - Events Planning and Development
  - Community Venues Management
2. Operationally manage efficient, effective, customer focused delivery of the services of the Community Development Directorate.
3. Deliver high quality customer and community service including effective community and customer consultation, developing a clear understanding of community and customer needs and emerging issues.
4. Lead the Community Development Unit and contribute to Council-wide strategic management including strategic and operational planning, organisational and Unit performance frameworks, and the development of appropriate policies and systems.
5. Develop the Community Development Unit's business plan setting priorities and performance standards aligned to Council, community and customer needs.
6. Positively manage change and continuous improvement within the Community Development Unit in the pursuit of innovation and creativity and excellence in service delivery.
7. Build a positive workforce environment and culture with a focus on performance and the building of workforce capability.

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8. Manage and deploy financial, human and asset resources to optimise Council's performance and meet the needs of the community.
9. Represent and promote the Community Development Unit and Council within the community, business sector, other local authorities, government agencies and broader environment and build and maintain positive working relationships.
10. Model the highest standards of personal and professional conduct and Council values and behaviours.
11. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the *Work Health and Safety Act 2011*. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
12. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

### POSITION REQUIREMENTS

#### **Leadership:**

Successful experience in providing strong, decisive leadership and management of one or more of the following:

- Tourism, Events, Library and Customer Service and Records
- Community Planning and Development
- Cultural Planning and Development
- Social Planning and Development
- Events Planning and Development
- Community Venues Management

Participate as an active member of Council's Management Leadership Team (MLT).

#### **Strategic Management:**

Experience in (or ability to develop capability) developing an Organisational Unit and contributing to a Directorate and Council's strategic management including community needs analysis, strategic and operational planning, performance frameworks, and the development of appropriate policies and systems.

#### **Change Management:**

Experience (or ability to develop capability) in implementing successful change and continuous improvement within a significant service delivery area pursuing innovation and excellence in service delivery.

#### **Community and Customer Service:**

Demonstrated experience in engaging the community and stakeholders to ensure future direction and needs are clearly defined and met providing excellence in customer service.

#### **Workforce Management:**

Ability to provide effective workforce management with a focus on performance, building workforce capability, a strong positive work environment, and a workforce culture consistent with Council's vision, mission and strategy.

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**Managing Resources:**

Competence in the effective management of human, financial, physical and other resources to achieve Council's business objectives and to meet the needs of the community.

**Representing Council:**

Experience in (or ability to develop capability) representing and promoting a critical service delivery function within the community, business sector, other local authorities, government agencies and broader environment and build and maintain positive working relationships.

**Time Management:**

Plan, execute and complete programmes and projects relating to areas of accountability, within set timeframes.

**Financial Management:**

Prepare or provide input into the development of the Community Development Directorate budget. Monitor and advise Executive Manager on progress against budgetary expenditure in areas of financial responsibility.

**Records Management:**

Responsible for making and keeping records in accordance with legislation, information standards, and other relevant guidelines and procedures, and ensuring records are captured in the authorised recordkeeping system.

**Qualifications, Training and Development:**

Qualifications and development demonstrably relevant to the functions and activities of the Community Services Unit will be highly regarded.

**PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT**

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying. This position may require the incumbent to undertake periodic field visits. This position may be required travel.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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## POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

**Executive**

**Manager:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_

**CEO:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_

## POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

**Incumbent:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_