

## Position Description

<b>Position:</b>	Manager Community Wellbeing
<b>Incumbent:</b>	Vacant
<b>Key Result Area:</b>	Community Wellbeing / Economic and Tourism Development
<b>Classification:</b>	Senior Executive Officer
<b>Agreement name:</b>	Towong Shire Council Enterprise Agreement 2018, which incorporates the Victorian Local Authorities Award 2001 (VLAA 2001) and the Nurses (ANMF – Victorian Local Government) Award 2015
<b>Employment term:</b>	Permanent
<b>Employment type:</b>	Full Time (part time by negotiation)
<b>Worksite location:</b>	Tallangatta Office
<b>Reports to:</b>	Director Community and Planning
<b>Supervises:</b>	Community Development Officer – Neighbourhood House Senior Community Development Officer – Culture and Inclusion Coordinator Recreation and Community Development Economic Development Officer – Tourism Economic Development Officer – Agriculture (contractor) First Nations Cultural Awareness and Reconciliation Officer
<b>Approved by:</b>	Chief Executive Officer
<b>Date approved:</b>	November 2024
<b>Document type:</b>	Position Description
<b>Reference:</b>	Personnel

### POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council's values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Lead the development and delivery of Council's community and economic development functions ensuring the compliance with Council's plans and all other relevant legislative requirements, policies and procedures.
- Ensure that services delivered to support community and economic development functions are relevant, timely, cost effective, operationally efficient and consistent with Council's plans and objectives.

### KEY RESPONSIBILITIES

- Lead the development and delivery of Council's community development functions including: social inclusion, recreation, culture and libraries ensuring they build social connectedness and foster health and wellbeing ensuring that community and other stakeholders are engaged throughout the development and delivery of projects and services.

- Lead the development of Council's economic development functions including: agricultural and tourism development, strategic infrastructure investment and business stimulation and growth to improve liveability and support the visitor economy.
- Develop, implement and monitor service standards and targets and provide regular reporting to the Director of Community and Planning on these matters including strategies for continuous improvement.
- Ensure the successful development and management of contracts, service agreements and funding applications and agreements for the delivery of community and economic development functions ensuring alignment with organisational objectives, relevant legislative requirements, policies and procedures.
- Establish, maintain, and enhance networks, working relationships and contacts with local and regional government departments, agencies and service providers to progress service planning, activities, and programs across community and economic development functions.
- Lead, monitor and review the implementation of the relevant elements of the Council Plan, subsequent plans, strategies and Council Policies.
- Lead, monitor and review the overall operational budgetary and financial responsibility for relevant areas and provide advice on best practice, efficiencies and innovation to ensure best value to Council.
- Actively maintain a strong knowledge and understanding of industry standards, reforms and innovation and apply this as part of the strategic advice and high-level support provided to the Director Community and Planning.

### **People Management**

- Provide operational management, technical knowledge and expertise to the teams and individuals responsible for the delivery of the community and economic development functions.
- Provide leadership and management to direct reports to support their continued development and learning including conducting regular 1:1's, periodic workplans, and annual reviews with direct reports in line with Council's Enterprise Agreement, policies and procedures, ensuring individual and organisational objectives have been met.
- Ensure staff have a full understanding of their roles and responsibilities under Council policies relevant to them.

### **SHARED ORGANISATIONAL RESPONSIBILITIES**

#### **Customer Service and Community Engagement**

- Provide a high level of customer service consistent with Council values.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all customer requests are responded to in a timely manner and interactions recorded in the Customer Relationship Management system.
- Work with the Communications and Engagement team to prepare an appropriate communication/engagement plan as an integral part of project delivery and ensure the provision of timely and regular information relative to specific projects and service delivery.

#### **Risk Management**

- Ensure the Risk Management Policy and procedures are observed and complied with at a personal level.

- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information of a sensitive nature concerning the business of Council, ratepayers or residents in a professional and confidential manner.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and keep accurate and complete records of business activities and decision making in Council's Corporate Record Management System and in accordance with the Public Records Act 1973.
- Observe the Code of Conduct and all appropriate Council policies and procedures regarding day-to-day conduct.
- Ensure compliance with relevant legislation, regulations, and codes of practice.
- Ensure that behaviours and actions are consistent with Victorian Child Safe Standards and related legislation.

### **Occupational Health and Safety**

- Ensure the Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level.
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace.
- Participate in programs designed to monitor and protect the health of staff in their workplace.

### **Emergency Management**

- Actively participate in and contribute to Council's Emergency Management processes, training and response as outlined in the Municipal Emergency Management Plan.
- At times the incumbent may be asked to assist in Council's emergency management operations, within reason.

### **Other Duties**

- Fulfill any other duties as directed by the Director Community and Planning that are reasonably within the limits of the employee's skills, competence and training.
- Identify and recommend opportunities to continually improve Council's processes, systems and service levels.

### **Additional Factors**

- This position will require you to work at various locations within the Towong Shire.

### **POSITION CAPABILITIES**

A position at this level requires the following capabilities:

#### **Accountability and extent of authority**

- Work is governed by goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets.
- Ability to ensure all legislative and regulatory requirements relevant to the department are adhered to.
- Ability to develop policy options and strategic plans providing advice and guidance to employees, community, and the organisation as a whole.

### **Judgement and decision making**

- Ability to develop and improve methods, procedures, and processes.
- Ability to solve problems, using creative and innovative ideas to resolve complex or technical problems not previously experienced.

### **Specialist knowledge and skills**

- Excellent writing and reviewing skills, including an extensive history in preparing key documents, business cases, tender documentation, and reports.
- Budget development, reporting and management.
- Service development knowledge and design skills, inclusive of meeting statutory obligations for service delivery.
- Proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- An understanding of the long-term goals of the organisation and of its values and aspirations and of the legal and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures.
- Ability to apply analytical and investigative skills to enable the formulation of policy options from within a broad organisation-wide framework.

### **Management skills**

- Highly developed skills in managing time, setting priorities, planning, organising one's own work and those of other employees to achieve objectives and goals, taking into account organisational and external constraints and opportunities.
- Ability to provide guidance and advice, to all employees across the organisation in line with the field of expertise.
- Ability to develop training material and conduct training as required.
- Understanding of and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes.
- Ability to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

### **Interpersonal skills**

- Ability to influence, negotiate and gain co-operation with members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Ability to lead, motivate and develop employees.
- Strong oral and written communication skills with the ability to write reports and/or external correspondence.

### **Qualifications and experience**

- Postgraduate in the field of expertise or at least 4 years' experience in a specialist field.
- Current driver's license.

**KEY SELECTION CRITERIA**

1. Tertiary qualifications and/or equivalent experience in Business, Public Administration or other related disciplines in the local government or related sector.
2. Ability to analyse data to develop evidence-based strategies to encourage growth, community and economic development across the Towong Shire.
3. Demonstrated skills in managing and developing individuals and teams with a proven ability to build collaboration as a means of achieving organisational priorities.
4. Highly advanced organisational and planning skills, with demonstrated experience managing budgets and following financial policies and procedures.
5. Highly advanced ability to influence, negotiate and gain co-operation with community members and key stakeholders to achieve specific and set objectives.

**PHYSICAL WORKING CONDITIONS**

Type of Hazard	Frequency					
	Rarely		Regular		Often	
	1	2	3	4	5	6
Noise eg. chainsaw	X					
Manual Handling eg. lifting		X				
Operation of heavy machinery eg. tractor	X					
Confined spaces eg. sewerage lines	X					
Hazardous substances eg. herbicide	X					
Heat and exposure eg. outdoors		X				
Isolation eg. tip supervision	X					
Sedentary eg. computer operation						X
Dusty environment eg. quarry	X					

Key: Rarely: once monthly for say ½ hour  
 Regularly: once weekly for say 1 - 2 hours  
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.



**Juliana Phelps**  
 Chief Executive Officer  
 Date: 15 November 2024

**Acceptance of position description**

I, ....., have read and accept the conditions of the Manager Community Wellbeing Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: