



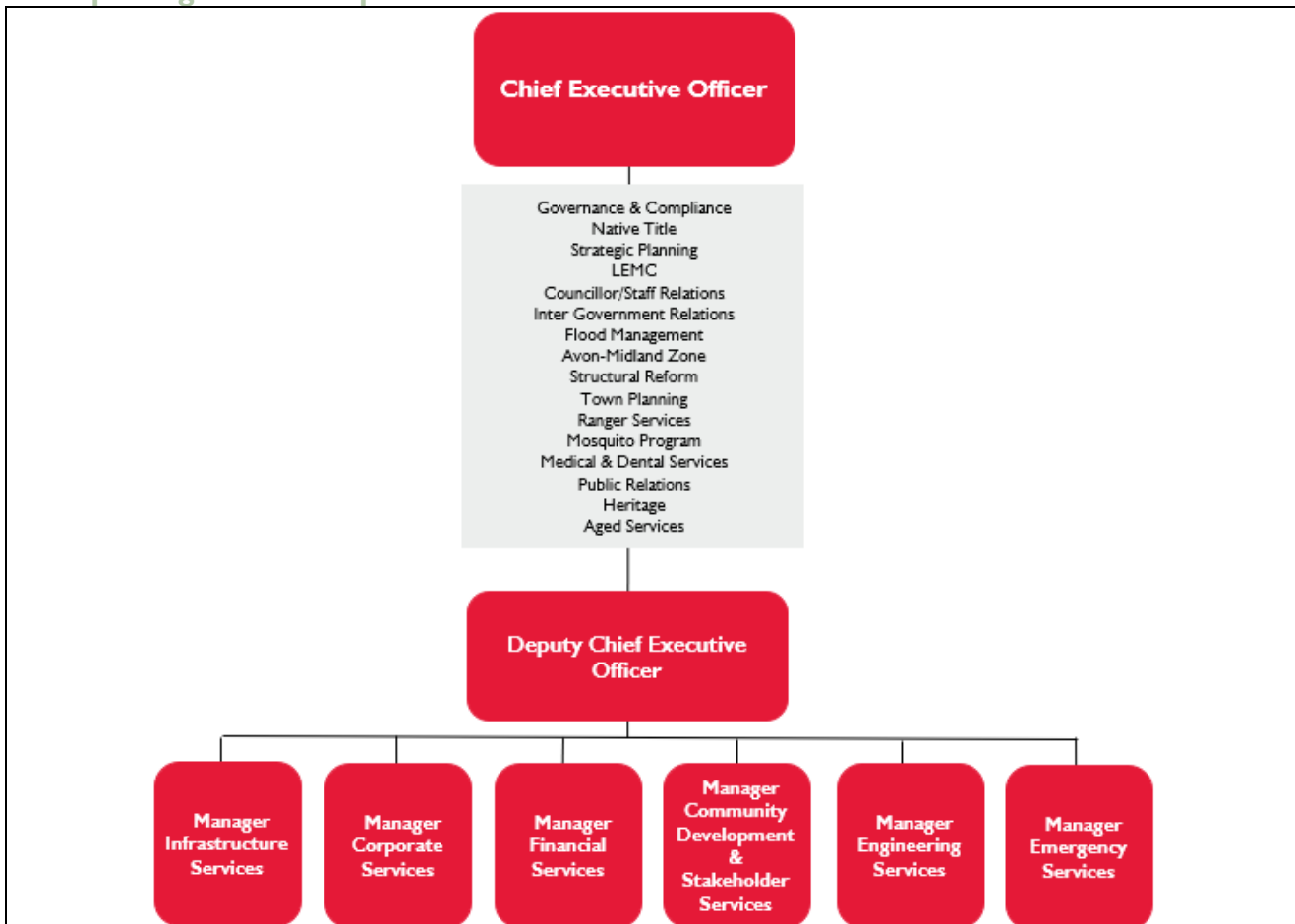
SHIRE OF MOORA

Position Description

I. Position Identification

Title: Deputy Chief Executive Officer	
Department: Administration	Location: Within Shire – Administration building
Level: Contract under the <i>Local Government Industry Award 2020 - Industrial Agreement</i>	

2. Reporting Relationship



3. Context

Every employee at the Shire of Moora is an ambassador of our organisation. We value our team, as each member contributes to the organisations vision and mission.

Our vision:

Shire of Moora – a vibrant, affordable Regional Centre with a growing, caring community.

Our mission:

To provide the leadership, services and infrastructure that meets the needs of the community and surrounds.

Our values:

The key values that the Shire will uphold in all its activities are:

- **Leadership** – by example and through a passion for what we do
- **Accountability** – for our actions, guided by principles of honesty and integrity
- **Respect** – for others, through understanding, tolerance, and inclusiveness
- **Professionalism** – by thinking strategically and working with a local and regional perspective
- **Consultative** – regularly engaging, consulting, and communicating with our community

Our Customer Service Charter:

Our services will help people to navigate their way.

The Shire will interact with its clients by being:

- Professional in all our dealings.
- Patient, friendly and helpful.
- Responsive and timely.
- Accurate.
- Fair in our processes.
- Integrated, streamlined, and connected.

4. Position Objective / Key Responsibilities

The Shire of Moora Deputy Chief Executive Officer provides support, direction and leadership to the various departments in accordance with the requirements of relevant legislation, Council Policy, procedures and practices, to a standard expected by the community, Council and Management and to Deputise for the CEO as and when required.

Duties include:

General

- Responsible for the performance and outcomes of the Finance and Corporate Services Division, including providing support to the Manager Corporate Services and Manager Financial Services with the following::
 - Financial management and accounting functions;
 - Provision of Administration services;
 - Human Resources management;
 - Provision of customer relations services;
 - Manage the Shire's information systems and computer network;
 - Carry out any other tasks or functions as directed by the Chief Executive Officer.

Administration

- Ensure all agendas and minutes are made available to the public within the statutory time limits, as required by legislation;
- Oversee the provision of a word processing service to the organisation where appropriate including to the Shire President and Councillors for official Council matters;
- Manage the Shire's insurance portfolio including workers compensation and claims administration;
- Responsible for the Shire's Records Management System including compliance with the Records Act, and collection and distribution of correspondence;
- Responsible for the management of leases entered into by the Shire;
- Oversee the administration of the Moora Cemetery including Cemetery Register maintenance, updating of the Cemetery Plan and processing of Requests for Burials;
- Oversee the administration of the Moora Caravan Park including bookings and payments.
- Assume the duties and responsibilities of the Chief Executive Officer during his absence when required.

Customer Relations Services

- Support Manager Corporate Services by overseeing staffing of the front counter to ensure a prompt and professional service to customers;
- Oversee staffing of telephone system so that incoming calls are promptly answered and directed to the appropriate officer;
- Responsible for the establishment of Customer Complaint Handling System and the ongoing management of complaints in a timely manner.

Information Technology

- Manage the Shire's Information Systems and computer network to ensure its optimum performance;
- Liaise with the Shire's software provider to ensure that the systems software is up to date and operating as expected;
- Liaise with IT consultants in respect to optimising performance of computer hardware and the network;
- Provide information, training and assistance to other staff in the use of the accounting software system;
- Undertake the duties as the Council's Freedom of Information Co-ordinator.

Records Management

- Ensuring that full and accurate records of all Shire of Moora activities and decisions are created and captured, observing records management procedures in accordance with Council policy.
- Systems management, including:
 - Managing requests for information or services available in Council's systems.
 - Providing internal and external stakeholders with a clear understanding of Council services, processes and timeframes.
 - Processing payments in accordance with Council policy and procedures.
 - Ensuring that written and electronic correspondence is captured accurately and forwarded to relevant officers in a timely manner.

Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Council's Code of Conduct, values, policies, and procedures.
- Demonstrate an ongoing commitment to the Shire's Customer Service Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the public and always promote Council's operations in a professional manner.
- Adhere and follow the Shire's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Work Health & Safety (WHS) (For all Staff)

- Comply with all work procedures for hazard identification, risk assessment and risk control.
- Actively participate in WHS activities or programmes associated with the management of WHS.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is worn or used for the task or activity as required or directed.

5. Selection Criteria

Essential

- Tertiary qualifications in a relevant management discipline, or, demonstrated experience in successfully fulfilling the responsibilities and functions of a similar position in the public or private sector;
- Highly developed knowledge of general Local Government practices and procedures, including accounting standards and financial requirements;
- At least 2 years experience at a management level in a multifunctional environment;
- Highly developed ability to lead, motivate, empower, support, evaluate and give direction to a multi-disciplined team;
- Highly developed verbal communication, negotiation and advocacy skills;
- Highly developed letter, report and submission writing skills;
- Highly developed knowledge of contemporary human resources issues and practices;
- Developed knowledge of information technology including computer systems and software operations;
- Well developed ability to read and interpret legislation, regulations, local laws, leases and contracts;
- Current 'C' Class WA Driver's Licence.

Desirable

- Developed knowledge of the principles of Equal Opportunity, Diversity and Occupational Safety and Health;
- Previous experience in the use of the SynergySoft local government computer software;
- Developed knowledge of strategic planning and management processes.
- Previous experience as a Deputy CEO in a Local Government.

Employment is contingent upon:

- Provision of a current satisfactory National Police Clearance
- A Pre-Employment Medical Assessment including Drug & Alcohol Testing

6. Key Accountabilities

Within Department

- To be a team player, relieving and assisting the Chief Executive Officer where necessary
- To regularly review the Finance and Corporate Services Division's policies and procedures and to formulate new policies and procedures as required.
- To effectively manage the Finance and Corporate Services Division.
- To report to Council on all aspects of its operations and to provide Council, staff and clients with advice on Finance and Corporate Services issues.

Within Organisation

- To manage and take responsibility for the performance and outcomes of the Finance and Corporate Services Division.
- As a member of the Management Executive team (Manex), contribute to the corporate management and decision-making processes.
- Provide timely, accurate and expert advice to Council, CEO and management team, which enhances informed decision-making.
- To ensure that council's policies and procedures are adhered to, providing the best possible service to council and ratepayers.

7. Principal Contacts

Who	Core Values
Internal <ul style="list-style-type: none">• All Managers• Chief Executive Officer• Shire President and Councillors• Finance and Corporate Services Staff• All Shire Employees	Communication Consult, collaborate and communicate with the community, internal/external customers and stakeholders. Respect Always recognise and respect the individual and unique requirements of all people and cultures and groups.

<p>External</p> <ul style="list-style-type: none"> • Contractors/Suppliers • Shire Residents & Ratepayers • State and Government Departments • Community Groups and organisations • Neighbouring and Regional local Governments • Auditors 	<p>Integrity To be honest, equitable and ethical in all business dealings and the way in which we work with residents, staff and all stakeholders.</p> <p>Transparency To ensure a high level of openness and accountability in all activities.</p> <p>Courtesy To provide courteous service and helpful solutions to customer enquiries.</p>
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8. Extent of Authority

Operates under broad direction of the CEO within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other relevant legislation.

9. Performance & Personal Development Plan

The Deputy Chief Executive Officer will meet with the CEO for a performance appraisal and evaluation:

- At the completion of the Probation Period as stipulated in their Employment Contract; and
- Annually, from the date of Employment Commencement.

The annual Performance Appraisal is an opportunity for two-way feedback between the DCEO and CEO, focusing on goal setting, professional development continual improvement.

10. Position and Incumbent Details

All parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. The original of all updated Position Descriptions must be returned to Human Resources.

Incumbent Name:	
Incumbent Signature:	Date:
Manager's Signature:	Date:

Date employee appointed to Council:
Date employee appointed to this position:

Approved by Chief Executive Officer:
Date position description created: October 2019
Position description prepared by: Chief Executive Officer