



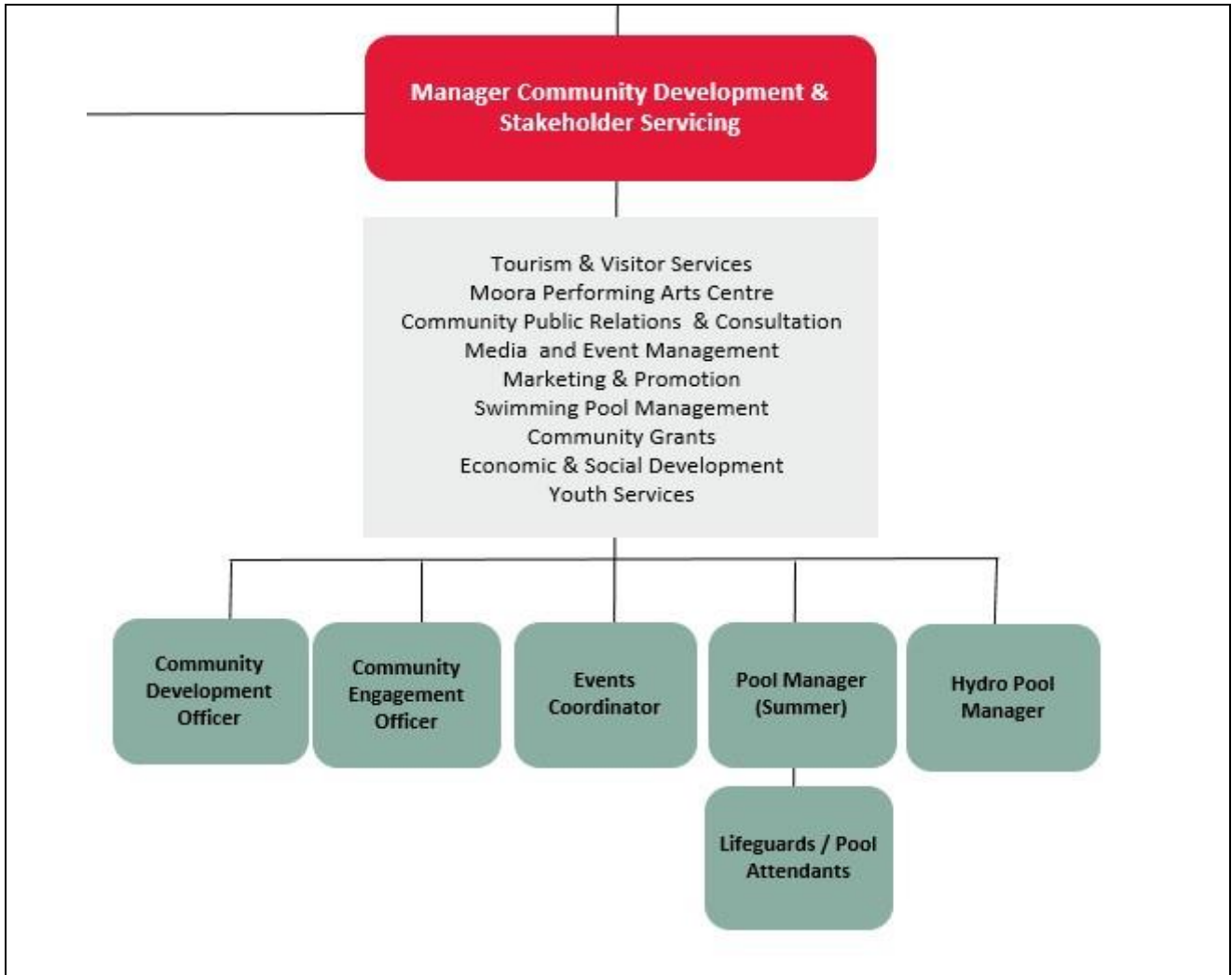
SHIRE OF MOORA

Position Description

1. Position Identification

Title: Manager Community Development and Stakeholder Services	
Department: Community Services	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

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 Community Development and Stakeholder Services Manager creates and implements strategies that actively improve the Shire of Moora community's capacity. This role requires high-level consultation, integration and communication with Shire stakeholders, as well as management of staff and resources to provide relevant and effective services to our community.

Community Development

- Community Engagement & Development
Strategically facilitating programs of inclusion with community connectedness as the goal. Developing community projects that continue to reflect the Shire's collective needs. Ongoing management of community-facing facilities, including but not limited to the Shire of Moora Lifestyle Village, Moora Recreation Centre, Central Midlands Hydrotherapy Pool, Memorial Public Pool, Sporting & Recreation Precinct and Moora Performing Arts Centre.
- Networking & Partnerships
Fostering positive and collaborative partnerships with internal and external stakeholders including funding bodies, government authorities, community groups and the media.
- Alternative Income Streams & Grants
Securing appropriate grants of funding to best enable community development, ensuring all applications are evidence-based and align with fundraising and sponsorship plans. Internal budget submissions e.g., the Shire of Moora Community Grants Program.
- Staff Management
Managing the Community Services Team's human resource activity including training and performance management, with a vigilant focus on occupational health and safety. This team includes but is not limited to Community Development Officer, Community Engagement Officer, Events Coordinator & Pool staff.
- Continuous Improvement
Adapting the Shire of Moora's Community Development programs to the changing needs of our stakeholders through a continuous improvement system, using outcomes, risk related data, evidence-informed practice, and feedback from participants.

Governance, Compliance & Strategy

All Managers must be responsible for their department in regard to:

- Occupational Health & Safety
- Budgeting & Reporting
- Legal, Ethical & Financial Compliance
- Strategic Planning & Organisational Development

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

- A relevant qualification in Business, Community Development, Marketing or Tourism.
- High-level knowledge of the community development space.
- Highly developed communication skills, including research, reporting and public speaking.
- Demonstrated experience in a senior management position, leading a team of staff.
- Demonstrated experience in community and economic development and service delivery.
- Demonstrated ability to build and maintain stakeholder relationships, achieving tangible and measurable improvements to the community.
- High-level organisational skills and time management, and of managing projects within timeframes and budgets to achieve the required result.

Desirable

- Experience working in Local Government and/or the non-profit sector.
- Experience using Synergy Soft and/or Local Government Authority software.

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 an effective leader of the Community Services team.
- To be a team player, relieving and assisting colleagues where necessary to ensure a productive and polished service is provided by the Shire of Moora.

Within Organisation

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

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 Community Development & Stakeholder Services Manager will meet with the Chief Executive Officer 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 Community Development & Stakeholder Services Manager and Chief Executive Officer, 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: 27 June 2022
Position description prepared by: Manager Corporate Services