



# Huon Valley Council - Position Description

<b>TITLE</b>	General Manager
<b>POSITION NO.</b>	000001
<b>DEPARTMENT</b>	Executive Services
<b>EMPLOYMENT CONDITION</b>	Fixed-Term Contract (5 years)

<b>PRIMARY PURPOSE</b>	The General Manager provides leadership and direction in the implementation of the strategic directions of Council, ensuring cost effective customer focused services are provided to the community through committed and competent employees.
<b>POSITION OBJECTIVES</b>	<p>The General Manager is Council's principal officer, exercising overall management responsibility for Council's operations.</p> <p>The General Manager:</p> <ul style="list-style-type: none"> <li>▪ Acts as the primary link between Councillors and the organisation and is responsible for providing assistance to Councillors in developing policy.</li> <li>▪ Provides leadership to employees enabling the achievement of Council's objectives.</li> <li>▪ Oversees the financial management of the Council.</li> <li>▪ Communicates and promotes Council's policies to the community subject to consultation with the Mayor and in accordance with Council policy.</li> <li>▪ Acts in accordance with Section 62 of the Tasmanian <i>Local Government Act 1993</i>.</li> </ul>
<b>POSITION RESPONSIBILITIES</b>	<p><u>Relationships with Council</u></p> <p>Support and represent Council, negotiating on its behalf in the interests of the Huon Valley Council.</p> <p>Provide focus for Council, creating a positive and progressive image of the Huon Valley Council and its operations.</p> <p>Provide timely and accurate information and advice to Council, with recommended actions on major issues or concerns impacting on its operations.</p> <p>Communicate the policies and decisions of Council to the Senior Management Team, employees and the public, ensuring their efficient, smooth and effective implementation.</p> <p>Establish and maintain a team emphasis and cooperative relationship with Council, based on an ethical and trusting understanding.</p> <p>Provide all necessary support to the Mayor in carrying out his or her duties.</p> <p>Attend and contribute to Committees as required.</p> <p>Provide oral and written advice to Council.</p> <p>Recommend policy directions to Council based on assessment of local economic, environmental and social climate opportunities.</p> <p>Assist in the administrative management of Council meetings.</p> <p>Provide an interface between employees and Council.</p> <p>Ensure qualified advice is provided to Council in accordance with the</p>

Tasmanian *Local Government Act 1993*.

Keep Council informed about progress on the Annual Plan.

Ensure Council is aware of the medium to long-term commercial options available to it and to enable it to foster growth in the community.

#### Corporate Management

Provide the Huon Valley Council with a corporate identify which clearly demonstrates its strategic orientation.

Implement strategic processes which are understood and accepted at all levels, enabling Council to respond effectively to change.

Support modern management practices and systems in pursuit of the strategic goals of Council.

Ensure the continuous development of Business Plans for service delivery which reflects strategic direction.

In consultation with Council, identify corporate performance indicators and the means of measurement and evaluation.

Ensure proper management of Council's risk management program.

#### Leadership

Provide leadership which ensures a climate in which employees share their expertise and experience in a productive manner.

Ensure effective and efficient structures and delegations are in place, with employees having a clear understanding of their responsibilities, and encourage open and honest, two-way communication at all levels.

Initiate the regular appraisal of employee performance, presenting an annual review of employee performance to Council.

Provide training and development opportunities for all employees, designed to improve job performance and enhance future career opportunities.

Implement participative management practices within the Senior Management Team to facilitate a cooperative and comprehensive approach to goal achievement.

Encourage a team approach at all levels, promoting initiative and freedom of action within agreed and defined guidelines.

Continually research changes in Local Government and relevant industry related legislation and report to Council as appropriate.

Review, update and recommend policy.

Make information, policies, resolutions and requests available to employees from Council.

Ensure preparation of the Annual Plan.

Ensure the organisational structure is functional.

Ensure appropriate delegations are in place.

Manage and control the organisation in a cost effective and operationally efficient manner in accordance with Council's policies/ resolutions, approved annual operating plan and budget to achieve the Annual Plan.

Provide leadership by being visible and positive.

Ensure decision making processes are appropriate.

Communicate decisions and all other relevant information to employees through their managers.

Oversee and support the introduction of job and work design programs.

Develop and implement improved performance management systems.

Provide development opportunities for employees.  
Promote equitable work practices.  
Promote a safe and healthy workplace.  
Provide an internal procedure for managing disputes and grievances.  
Positively motivate employees.  
Positive relations are established with Council, management and employees.

#### Competitive Work Practices

In conjunction with Council, formulate direction and strategies for the effective introduction and control of competitive work practices within the Huon Valley Council.

Establish and formalise the key business competencies required for the effective implementation and control of competitive work practices ensuring all employees receive appropriate training.

In conjunction with Council, develop cultural change processes which encourage and foster outstanding customer service in a competitive environment.

Create an environment in which innovation and personal initiative are encouraged and recognised.

#### Customer Orientation

Promote the ideals of excellence and responsiveness in value added customer services as being the goal and responsibility of every employee.

Develop and implement strategies which encourage employees to engage in continuous improvement and productivity enhancement practices.

Introduce total quality management practices by example and guidance to employees at all levels.

Interface with community groups, representatives and ratepayers by personal liaison.

Ensure the organisation's counter and other public contact facilities are staffed with Customer Service focussed employees.

To be a spokesperson for the Council in its dealings with the community and the media, subject to consultation (and with the appropriate delegation) from the Mayor and in accordance with Council policy.

#### External Relationships

Develop proactive relationships with government departments and agencies in the pursuit of directions and benefits to Council's response to the changing environment.

Enhance the image of the Huon Valley Council through the active promotion of its achievements and future opportunities.

Establish and maintain effective communication with the community as a whole, as well as with groups and agencies representing the community.

Facilitate community input to the decision making process through informed public debate and consultation.

#### Financial and Asset Management

Integrate strategic and financial goals to ensure realistic long term targets are set within the constraints and opportunities of the external

	<p>environment.</p> <p>Employee sound financial planning and commercial management practices, including the identification of sources of, and appropriate actions taken to obtain, additional external funding.</p> <p>Ensure the continued development of Business Plans for the delivery of services and the use of resources.</p> <p>Monitor overall expenditure against budgets, taking corrective action as required and reporting to Council on significant deviation from approved expenditure.</p> <p>Ensure the management of the use of plant, equipment and people to achieve the Annual Plan.</p> <p>Ensure preparation of Council's Annual Budget.</p> <p>Ensure proper use and care of Council assets.</p> <p>Keep Council informed of its financial position.</p> <p>Manage the non-budgetary requirements of Council.</p> <p>Ensure the organisation operates within the budget.</p> <p>Effect such mechanisms that ensure continuing productivity in the discharge of Council's responsibilities.</p>
<b>COUNCIL RESPONSIBILITIES</b>	<p>Promote a positive Council image within the community.</p> <p>General standard of personal behaviour consistent with the Huon Valley Council's Code of Conduct.</p> <p>Compliance with Council's policies and procedures in particular, workplace health and safety, equity in employment policies and procedures and risk management requirements.</p>
<b>LIMITS OF AUTHORITY</b>	<p>The General Manager is expected at all times to make judgements and decisions in accordance with the established policy and within the legislative requirements. In particular, to:</p> <ul style="list-style-type: none"> <li>▪ Sign certificates, contracts, agreements and cheques issued or entered into by Council.</li> <li>▪ Ensure that employees, in carrying out their duties, act in accordance with legislative requirements and established policies and delegations.</li> <li>▪ Spend monies in accordance with approved delegations and budgets.</li> <li>▪ Handle industrial disputes, grievances and union issues.</li> <li>▪ Determine matters relating to the appointment and direction of all employees.</li> <li>▪ Determine matters in relation to remuneration of all employees in accordance with Council budgets and award entitlements.</li> </ul>
<b>WORKING ENVIRONMENT</b>	<p>The General Manager is expected to exercise a standard of reasonable care in the performance of his/her duties to minimise exposure to risk, and minimise the occurrence of risk to the organisation.</p> <p>The officer will be expected to use equipment in an authorised and reasonable manner, exercising due care in all circumstances.</p>
<b>ORGANISATIONAL RELATIONSHIPS</b>	<p>Reports to:                   The Mayor</p> <p>Manages:                       Executive Leadership Team (Directors)</p> <p>Internal Liaisons:           All employees within Council Councillors</p> <p>External Liaisons:          Various Council &amp; Community Committees Commonwealth Government Agencies</p>

	<p>State Government Agencies  Ratepayers and Residents  Service and non profit organisations  Other Council General Managers  Professional and peak associations</p>
<p><b>SELECTION CRITERIA</b></p>	<p><u>Essential:</u></p> <p>Demonstrated management experience at an executive level with strong leadership skills that facilitate a high performing and service driven organisation.</p> <p>Demonstrated ability to manage an organisations finances and assets in an efficient and effective manner.</p> <p>High level strategic capabilities, particularly in relation to the identification of new business opportunities.</p> <p>Demonstrated capacity to analyse, review and formulate policies, and related procedures, and to drive their delivery in a multi-disciplinary service organisation.</p> <p>Ability to build, maintain and develop strong relationships with key stakeholders and to apply influencing and negotiating skills to achieve desired organisational outcomes.</p> <p>Demonstrated understanding of good governance, the role of community consultation and a demonstrated commitment to continuous improvement.</p> <p>Strong written and verbal communication skills, particularly in relation to the production of timely, high quality reports.</p> <p>A sound knowledge of the legislation and regulations covering Local Government operations in Tasmania.</p>
<p><b>PERFORMANCE STANDARDS</b></p>	<p><u>Relationships with Council</u></p> <p>Policy recommendations go to Council to an agreed schedule, advice is current and available to elected member satisfaction.</p> <p>All reasonable Mayoral requests are met within Council policy.</p> <p>Attendance and contribution to all Council meetings and required committee meetings.</p> <p>All action items addressed within a month, or to an agreed schedule.</p> <p>Councillors are provided with advice on all legislative and policy changes in relation to functions and powers of Council.</p> <p>All of Council resources are managed efficiently and within budget allocations.</p> <p>Qualified reports are provided to Council in a consistent and timely manner.</p> <p>All registers and records required in the Local Government Act are maintained.</p> <p>Compliance with legal and legislative matters.</p> <p>Recommendations go to Council on a regular basis; advice is current and available to elected members' satisfaction.</p> <p>Correct and timely consolidated information flow to Council.</p> <p>Requests made by Councillors are auctioned within a reasonable timeframe.</p> <p>Employees provide up-to-date information to Council.</p>

### Corporate Management

Structure and delegations reported to Council annually.

Annual plan achieved effectively and efficiently and reported against bi-annually.

An appropriate risk management program is in place to minimise public liability, Workplace Health and Safety, Workers' Compensation claims.

Strategic and Operational Plans are presented as required by the Act.

Council is informed of all options.

Plans are achieved effectively and efficiently.

Annual Report and Annual General Meeting are timely and within the requirements of the Tasmanian Local Government Act 1993.

### Leadership

General Manager is visible in the organisation.

Staff provided with up-to-date information.

Appropriate consultative processes are in place.

A summary of Performance Development Processes reported to Council as appropriate.

Equal employment opportunity and occupational health and safety matters are properly undertaken as required by the legislation and good management practice.

Grievance procedures are in place.

Positive relationships with the Council, management team and employees.

Employees are motivated to achieve stated objectives.

General standard of personal behaviour consistent with the Huon Valley Council Code of Conduct.

Decisions are made at the appropriate levels.

Appropriate feedback is in place.

Competencies required for the job, organisation and local government are demonstrated.

A rational decision forming process for the examination of issues and development of recommendations is applied.

Knowledge of local community and issues.

Leadership capabilities are exhibited that are able to balance the competing demands of Councillors, employees and the community.

Commitment and loyalty to Council.

### Competitive Work Practices

The impact of State, Local and Commonwealth Government is identified and appropriate responses taken.

The organisation continually develops and implements new projects to benefit residents of the community subject to Council approval processes.

### Customer Orientation

Contacts are courteous, timely and accurate.

Media reports cover all major Council initiatives.

Informed, professional presentations are provided on request.

Council's achievements are publicised.

	<p>Communication and consultation with the community covers a wide variety of Council activities and is undertaken consistently.</p> <p><u>External Relationships</u></p> <p>Effective liaison with community groups, representatives and ratepayers.  Appropriate attendance at all required meetings.  Community, governmental and business groups are aware of Council's position.  Information relevant to Council's policy making is reported to Council.  Appropriate personal liaison and responses are made in Council's interest.  Relationships established and maintained within government.  Contacts are courteous, timely and accurate.  Participation in external taskforces, committees etc.</p> <p><u>Financial and Asset Management</u></p> <p>Council is informed of its commercial options and how it might foster growth in the community.  Accounting Standards implemented to schedule.  Appropriate use of financial delegations.  Monthly finance reports to Council, excluding June as it is reported at Annual General Meeting in November.  The program adopted through the budget is achieved, and cost effectiveness and productivity are demonstrated.  Budget developed with Councillor involvement and in order to meet required timeframes under the Act.  Council is informed of any variances to the budget.  Financial Statements prepared in accordance with Australian Accounting Standards and Local Government Act S84.</p>
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**Occupant**

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**Date of Occupation**

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**Signature of Occupant**

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**Mayor**

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**Signature of Mayor**

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**Date**

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Date Created: June 2009 Last Reviewed: May 2013
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