

Position Description

DIRECTOR CORPORATE SERVICES

Classification	Executive
Status	Maximum term, up to 5 years
Reports to	Chief Executive Officer
Responsible for	Manager Children's Services Manager Financial services Manager Information and Technology Coordinator Contracts, Procurement and Leases
Position Objective	Provide strategic leadership, planning, management and project delivery for the above business units. Operate as a key member of the Corporate Executive
Last Review Date	April 2025

About the Town of Bassendean

The Town of Bassendean is a small local government that sits along side the Derbarl Yerrigan on the traditional lands of the Whadjuk Noongar people. We employ around 150 staff in diverse teams of dedicated people who are committed to delivering a wide range of services to our community. The Town maintains strong connections to our residents and drives positive change. We strive to build a strong, liveable community for now and for the future. Although we are small in size, we are big in heart, connectedness and collaboration.

The Team

The Town's Corporate Services directorate covers a broad portfolio including finance and rating and customer services, information management and technology, procurement and lease management and children's services (long day care centres). We actively collaborate with stakeholders to deliver exceptional services, sound financial management and good governance.

The Individual.

Will have a passion for organisational performance and demonstrated experience in the delivery of projects with executive level leadership experience.

Will hold tertiary qualifications and have experience in Accounting, Business or Commerce.

Can demonstrate effective experience in stakeholder engagement with the ability to motivate teams and manage positive change whilst contributing to the strategic outcomes of the organisation.

Role Responsibilities

- Participates as a member of the Corporate Executive, assisting in formulating and implementing strategic goals and operational objectives for the Town.
- Supports the Chief Executive Officer in the achievement of the Council Plan objectives and actions which relate to the Directorate, through effective and visionary leadership.
- Provides leadership to the Corporate Services Directorate, facilitates high performance, responsibility and accountability, promotes initiative and fosters an innovative work environment for employees.
- Guides the strategic activities and goals to enable business units to carry out effective and sustainable services, evaluating effectiveness and relevance.
- Through effective leadership, ensure business units within the Directorate are operating in accordance with relevant legislation, standards, Local Laws and public safety requirements.
- Coordinates multi-disciplinary groups across business units to deliver corporate outcomes through implementation of plans, strategies, policies and the facilitation of projects, embedding sustainability into its operations.
- Develops strategies for the long-term financial sustainability and future growth of the Town.
- Represents the Town on strategic forums, committees and working groups and undertakes projects for the CEO as required.
- Undertakes statutory reporting against corporate plans and documents, including the Disability Access and Inclusion Plan and Reconciliation Action Plan.

Shapes & Manages Strategy

- Inspires a sense of purpose and direction – Champions the Town's vision and goals and promotes a shared commitment to the strategic direction. Helps create organisational strategies that are aligned with the Town's objectives and likely future requirements.
- Focuses strategically – Understands the Town's role within the community and considers multiple perspectives when assessing the ramifications of key issues, emerging trends and identifies long-term opportunities aligned with the Town's operations and strategic priorities.
- Harnesses information and opportunities – Positions the Town to seize opportunities and minimise threats and manage risk.
- Shows judgement, intelligence and common sense – Demonstrates effective judgment to weigh up options and develop realistic solutions.

Achieves Results

- Builds organisational skill and responsiveness – Nurtures talent and engages in succession planning, facilitates information accessibility and sharing, monitors and manages resourcing pressures for optimum outcomes.
- Marshals professional expertise – Integrates professional expertise into the organisation to improve overall performance and delivery of the Town's outcomes.
- Steers and implements change and deals with uncertainty – Oversees the implementation of multiple change initiatives with a focus on the desired outcomes.
- Delivers intended results – Drives a culture of achievement and fosters a quality focus in the organisation.

Builds Productive Relationships

- Nurtures internal and external relationships - Builds and sustains relationships within the organisation, with the community and with a diverse range of external stakeholders.
- Facilitates cooperation and partnerships - Draws on the knowledge of key stakeholders within and outside the organisation and facilitates cooperation by sharing information. Personally manifests strong interpersonal relations and rewards cooperative and collaborative behaviour. Anticipates and resolves conflict.
- Values individual differences and diversity - Capitalises on the positive benefits that can be gained from diversity and harnesses different viewpoints.
- Guides, coaches and develops people - Encourages and motivates people to engage in continuous learning, and empowers them by delegating responsibility for work. Sets clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive feedback and manages underperformance.

Exemplifies Personal Integrity and Self-Awareness

- Demonstrates public service professionalism and probity - Adheres to and promotes the Town's values and Code of Conduct and aligns business processes accordingly. Addresses breaches of protocol and probity.
- Engages with risk and shows personal courage - Provides impartial and forthright advice. Is prepared to make difficult decisions to achieve desired outcomes. Takes responsibility for mistakes and learns from them.
- Commits to action - Commits to achieving key outcomes for the organisation and uses personal drive, focus and energy to enthuse others. Acts decisively and initiates urgent action to overcome difficult problems.
- Displays resilience - Persists and focuses on achieving organisational objectives even in difficult circumstances. Monitors own emotional reactions and responds to pressure in a controlled manner.
- Demonstrates self-awareness and a commitment to personal development - Has a high level of self-awareness and acknowledges areas of both strength and limitation. Reflects on the impact of own behaviour on others and is responsive in adjusting behaviour.

Communicates and Influences Effectively

- Communicates clearly - Confidently presents messages in a clear, concise and articulate manner. Structures messages for brevity and presents messages with precision and confidence, harnessing the most appropriate methods of communication.
- Listens, understands and adapts to audience - Seeks to understand the audience and adapts communication style and message to meet their needs.
- Negotiates persuasively - Approaches negotiations with a strong grasp of the key issues. Presents a convincing and balanced rationale. Acknowledges and addresses disagreements to facilitate mutually beneficial solutions. Identifies key stakeholders and engages their support. Focuses on the desired objectives and ensures negotiations remain on track.

This position is responsible and accountable for:

- Championing a 'safety first culture', best practice, and a proactive, consultative and values-based approach to the management of safety, health, and wellbeing in Town of Bassendean workplaces.
- Providing leadership, direction, and oversight in the implementation of work health, safety and wellbeing systems and initiatives within the Directorate to ensure compliance with work health and safety legislation and the Town's WHS systems.
- Maintaining a current knowledge and understanding of work health and safety responsibilities and relevant legislation, policies, procedures, codes of practice, guidelines, standards, and best practice within similar industries.

All workers must:

- Demonstrate a strong commitment to work health, safety, and wellbeing by taking care / action to ensure own safety and the safety of others by complying with WHS legislative requirements as well as Town of Bassendean policies, procedures, guidelines, instructions, and safety management systems.

Other Job Requirements

The Town will assess applications and suitability against the above role responsibilities, leadership capability requirements and other requirements below.

Possession of, or progress towards Tertiary qualifications *The Town will assess applications and suitability against the above role responsibilities, leadership capability requirements and other requirements below.*

- Tertiary qualifications in accounting, finance, commerce, information technology or similar discipline are highly desirable.

Agreement

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the job.

As the **employee**, I have reviewed and accept the statement of duties.

Name	Signature	Date	Checked by HR

As the **Manager** I have reviewed and confirm this is a current and relevant document.

Name	Signature	Date	Checked by HR

Capability Requirements

The following Capability Framework describes 20 capabilities across five core groups. Together the capability groups set out the core knowledge, skills, abilities and other attributes expected of this position.

1. Personal Attributes

Manage Self <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning</i>	<ul style="list-style-type: none"> ✓ Demonstrates motivation to serve the community, make an impact and advance the organisation ✓ Models initiative and decisiveness ✓ Applies and shares knowledge gained through experience and exposure to experts, colleagues and stakeholders ✓ Proactively seeks opportunities for growth for self and others ✓ Actively seeks, reflects and acts on feedback, showing a strong capacity and willingness to modify behaviour ✓ Works to apply strengths and mitigate weaknesses and limitations
Display Resilience and Adaptability <i>Express own views, persevere through challenges, and be flexible and willing to change</i>	<ul style="list-style-type: none"> ✓ Is comfortable with constant change, and able to adjust accordingly ✓ Provides sound rationale for agreed positions while remaining open to valid suggestions for change ✓ Creates a climate which encourages openness and debate around critical issues ✓ Raises critical issues and makes tough decisions ✓ Persists in the face of significant, complex and novel challenges ✓ Manages own emotions and acts as a stabilising influence in emotionally charged situations
Act with Integrity <i>Be honest, ethical and professional, and prepared to speak up for what is right</i>	<ul style="list-style-type: none"> ✓ Champions and acts as an advocate for the highest standards of ethical and professional behaviour ✓ Sets a tone of integrity and professionalism in the organisation and in dealings external to the organisation ✓ Defines, communicates and evaluates ethical practices, standards and systems and reinforces their use ✓ Creates a climate in which staff feel empowered to challenge and report inappropriate behaviour ✓ Acts promptly and visibly in response to complex ethical and people issues
Demonstrate Accountability <i>Take responsibility for own actions, commit to safety, and act in line with legislation and policy</i>	<ul style="list-style-type: none"> ✓ Acts in the public interest at all times ✓ Is prepared to act and take ownership for difficult decisions ✓ Supports and stands by people in the organisation who have made an honest mistake ✓ Creates a climate in which people feel supported to take responsibility for outcomes ✓ Establishes effective governance systems to ensure safe work practices and to mitigate and manage organisational risks

2. Relationships

Communicate & Engage <i>Communicate clearly and respectfully, listen, and encourage input from others</i>	<ul style="list-style-type: none"> ✓ Puts forward compelling arguments ✓ Explains complex concepts appropriately for diverse audiences ✓ Anticipates and addresses key areas of interest for diverse audiences and adapts style under pressure ✓ Invites, actively listens and responds respectfully to questions, comments and suggestions
Community & Customer Focus <i>Commit to delivering customer and community focused services in line with strategic objectives</i>	<ul style="list-style-type: none"> ✓ Creates an organisational culture which embraces high quality customer service ✓ Ensures that management systems, processes and practices drive service delivery outcomes ✓ Ensures that community and customer needs are central to strategic planning processes ✓ Establishes systems to set and monitor service delivery standards in line with customer and community expectations ✓ Ensures council services contribute to social, environmental and economic sustainability in the community/region
Work Collaboratively <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity</i>	<ul style="list-style-type: none"> ✓ Demonstrates and provides a role model for collaboration across the organisation ✓ Celebrates successful outcomes of collaboration across the organisation, region and sector ✓ Establishes systems, structures and practices to facilitate sharing and learning across the organisation, region and sector ✓ Develops respectful relationships with stakeholders who hold different, even directly conflicting, views ✓ Sets a tone of inclusiveness and an expectation that all staff respect diversity in people, experiences and backgrounds
Influence & Negotiate <i>Persuade and gain commitment from others, and resolve issues and conflicts</i>	<ul style="list-style-type: none"> ✓ Credibly promotes the organisation's position in the community, region and sector ✓ Builds and maintains a wide network of professional relationships outside the organisation ✓ Obtains the commitment of key stakeholders to major projects and ensures ongoing communication ✓ Uses understanding of decision-making processes and networks to determine the organisation's bargaining strategy ✓ Uses sound evidence-based arguments supported by expert opinion to influence outcomes ✓ Pre-empted and avoids conflict by identifying contentious issues and directing discussion towards an acceptable resolution

3. Results

Plan & Prioritise <i>Plan and organise work in line with organisational goals, and adjust to changing priorities</i>	<ul style="list-style-type: none"> ✓ Ensures business plans and priorities are in line with organisational objectives ✓ Uses historical context to inform business plans and mitigate risks ✓ Anticipates and assesses shifts in the environment and ensures contingency plans are in place ✓ Ensures that program risks are managed and strategies are in place to respond to variance ✓ Implements systems for monitoring and evaluating effective program and project management
Think & Solve Problems <i>Think, analyse and consider the broader context to develop practical solutions</i>	<ul style="list-style-type: none"> ✓ Is able to draw on wide-ranging interests and experiences when facing new challenges ✓ Thinks broadly about the root of problems before focusing in on the problem definition and solutions ✓ Is able to discuss issues from different angles and project impacts into the future ✓ Considers the broader context when critically analysing information and weighing recommendations ✓ Involves diverse perspectives in testing thinking and solutions
Create & Innovate <i>Encourage and suggest new ideas and show commitment to improving services and ways of working</i>	<ul style="list-style-type: none"> ✓ Encourages independent thinking and new ideas from others ✓ Draws on developments and trends in the industry and beyond to develop solutions ✓ Supports experimentation and rapid prototyping to test and refine innovative solutions ✓ Develops/champions innovative solutions with long standing, organisation-wide impact ✓ Explores creative alternatives to improve management systems, processes and practices ✓ Contributes own knowledge and experience to staff training and development sessions
Deliver Results <i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<ul style="list-style-type: none"> ✓ Sets high standards and challenging goals for self and others ✓ Delegates responsibility appropriately and provides support ✓ Defines what success looks like in measurable terms ✓ Uses own professional knowledge and the expertise of others to drive results ✓ Implements and oversees quality assurance practices

4. Resources

Finance <i>Be a responsible custodian of council funds and apply processes in line with legislation and policy</i>	<ul style="list-style-type: none"> ✓ Ensures the design/delivery of services is within budget ✓ Explains the organisation's financial drivers to others in plain language ✓ Evaluates strategic business cases including the relative cost benefits of direct provision or purchase of services ✓ Models the highest standards of financial probity, demonstrating respect for public monies and other resources ✓ Promotes the role of sound financial management and its impact on long term financial sustainability ✓ Seeks and applies specialist financial advice to inform decisions
Assets & Tools <i>Use, allocate and maintain work tools appropriately and manage community assets responsibly</i>	<ul style="list-style-type: none"> ✓ Considers council and community assets in the design/delivery of services ✓ Facilitates and monitors appropriate deployment of assets and tools in line with community priorities ✓ Implements and monitors compliance with asset management and maintenance plans and policies
Technology & Information <i>Use technology and information to maximise efficiency and effectiveness</i>	<ul style="list-style-type: none"> ✓ Implements appropriate controls to ensure compliance with information and communications security and use policies ✓ Implements and monitors appropriate records, information and knowledge management systems ✓ Seeks advice from technical experts on leveraging technology to achieve organisational outcomes ✓ Stays up to date with emerging technologies and considers how they might be applied in the organisation
Procurement & Contracts <i>Understand and apply procurement processes to ensure effective purchasing and contract performance</i>	<ul style="list-style-type: none"> ✓ Ensures that organisational policy on procurement and contract management is implemented ✓ Applies knowledge of procurement and contract management risks to decisions ✓ Ensures others understand their obligations to manage and mitigate risks in procurement ✓ Implements effective governance arrangements to monitor provider, supplier and contractor performance ✓ Represents the organisation in resolving disputes with suppliers and contractors

5. People Leadership

Manage & Develop People <i>Engage and motivate staff, develop capability and potential in others</i>	<ul style="list-style-type: none"> ✓ Knows the individual strengths, weaknesses, goals and concerns of members of the team ✓ Fosters high performance through effective conversations and feedback and by providing stretch opportunities ✓ Identifies and develops talent across the organisation ✓ Coaches and mentors staff to foster professional development and continuous learning ✓ Implements performance development frameworks to align capability with the organisation's current and future priorities ✓ Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
Inspire Direction & Purpose <i>Communicate organisational goals, priorities and vision and recognise achievements</i>	<ul style="list-style-type: none"> ✓ Translates organisational vision and strategy into operational goals to help staff understand their own contribution ✓ Builds a shared sense of purpose through involving people in defining priorities and cascading goals ✓ Regularly communicates progress against business unit and organisational goals ✓ Creates opportunities for recognising and celebrating high performance at the individual and team level
Optimise Workforce Contribution <i>Hire and deploy people effectively and apply sound workforce planning principles</i>	<ul style="list-style-type: none"> ✓ Ensures resource management plans effectively distribute people resources in line with priorities ✓ Develops workforce management plans that link to current and future organisational priorities and objectives ✓ Uses talent management processes to guide learning and development investment and to allocate critical roles ✓ Recruits capable people with varied backgrounds, styles and strengths
Lead & Manage Change <i>Initiate, support and champion change, assist others to accept and engage with change</i>	<ul style="list-style-type: none"> ✓ Translates change initiatives into practical strategies, including the role of staff in implementing them ✓ Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders ✓ Develops appropriate approaches to involve staff and stakeholders at various stages of the project ✓ Implements structured processes to manage structural, system, process and cultural barriers to change ✓ Provides coaching and leadership in times of uncertainty and difficulty for staff