

Position Title:	Group Manager Governance and Information Services (PN 20)		
Position Type:	Permanent Full-time		
Department:	Governance and Information Services		
Date Approved:	September 2025		
Hours per week:	35	Award Classification:	Band 4
FTE	1	Salary Classification	Grade 8

Position Purpose

Lead the Governance and Information Services team by creating the conditions for efficient, effective and coherent governance advice and management services on an internal basis.

Key Accountabilities

- Design and deliver the following services in accordance with Council's corporate planning framework:
 - Information and communication technology: provision of technical support, systems administration, business process support, and ICT governance.
 - Claims and risk management: managing Council's insurance, claims, legal proceedings, and risk needs and reporting.
 - Information management: management of corporate information (including spatial data and records), access to information requests, and corporate policy register, including associated training.
 - Elected member support: managing business papers and action items, Code of Conduct and Code of Meeting Practice, inductions, resource provision, professional development opportunities and administrative support.
 - Project and administrative support: project management, specialist administration, and liaison with specialist external support.
 - A four-year ICT strategy
 - Coordinate the ICT Program Control Group meeting, including agenda preparation and monitoring the program against scheduled tasks and projects.
 - Champion the development and integration of ICT technologies within Council.
 - Ensure procurement policies and systems are fully integrated with corporate and business planning so that organisational objectives can be met.
 - Ensure that procurement policies, systems and practices adhere to the Local Government Act, Regulations and industry best practice.
 - Ensure the provision of an efficient and effective procurement function, including provision of support to Council officers undertaking high value/high risk procurement activities.
- Ensure Kempsey Shire Council consistently provides responsive governance and ICT services by:
 - Constantly reviewing and making changes to services provided against identified and changing needs of the organisation and the community.
 - Designing, implementing and managing policies and processes that support the consistent delivery of high quality and effective governance and ICT services that are positive and customer-focused.
- Support Kempsey Shire Council as a high-performance organisation by:
 - Ensuring that all staff have clearly defined responsibilities, objectives and performance criteria covering their positions.
 - Implementing and managing individual performance that flows from organisational goals and

- priorities.
- Identifying technical and leadership needs and developing solutions to mediate organisational gaps.
- Contributing to Council's strategic and corporate planning for meeting the community's needs now and into the future.
- Actively participate in a regular performance review consistent with Council's Performance Development System and relevant Staff Policies.
- Representing Council in relevant community, regional and state groups.
- Support leaders across Council to appropriately apply Governance policies, practices and standards by:
 - Consistently communicating the value, benefits and opportunities created by the work of the Governance team.
 - Monitoring, reviewing and recommending improvements to processes based on the needs of internal and external customers.
 - Providing specialist, authoritative and consultative advice on complex governance and ICT matters, working with all groups to promote compliance with risk, compliance, and legislative frameworks.
 - Preparing and presenting reports to Council as required and to fulfil statutory requirements for the Annual Report.
 - Provision of regular, timely and sound advice and reporting to the Director Corporate and Commercial or their delegate.
- Provide leadership and management to the Governance and Information Services group through:
 - Mentoring, support and development of the direct reports within the Group.
 - Monitoring and managing of the teams' performance within the Group.
 - Leading the group to achieve Council's Governance objectives.
 - Effective budgetary management.
- Perform other reasonable duties as directed by the Director Corporate and Commercial or their delegate.

Core Competencies (Knowledge Skills and Experience)

Qualifications

- Relevant degrees or extensive work experience relevant to the role.
- Current Class C Drivers License

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills and Experience

Experience

- Demonstrated senior leadership in multi-disciplinary environments, with strong financial and budget management capabilities.
- Extensive experience in governance frameworks, legislative compliance (including the Local Government Act and GIPA Act), and risk management.
- Proven expertise in corporate information governance, including records and spatial data management, policy development, and access to information processes.
- Strong understanding of ICT systems, digital transformation strategies, and procurement practices, including contract management and alignment with business planning.
- Background in local government or public sector governance roles.
- Proficiency with enterprise systems such as Microsoft 365, Content Manager, ArcGIS, and procurement platforms.

Skills

- Critical thinking and analytical skills, with a learning mindset and ability to evaluate complex problems using evidence-based approaches
- Proven ability to lead multidisciplinary teams to achieve organisational goals while fostering a positive and inclusive work culture.
- Strong stakeholder engagement and relationship management capabilities.
- Commercial acumen and strategic insight to support business planning and decision-making.
- Intermediate to advanced proficiency in computer applications and digital tools.
- Excellent verbal and written communication skills, including the ability to prepare professional reports and correspondence.
- Highly organised, with strong time management and ability to meet deadlines.
- Effective prioritisation and task management skills in a dynamic environment.
- Experience in preparing and monitoring budgets aligned with organisational objectives.

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

Value	Expected behaviour
Passion	• We approach our work with enthusiasm and drive to make a difference • We inspire others with our thirst for excellence • We take pride in the customer service we deliver
Integrity	• We act ethically and honestly and work to build the trust and confidence of the community and staff • We act with pride and respect while being loyal and accountable
Innovation	• We challenge the status quo and are prepared to take risks, to achieve creative and efficient solutions • We promote and deliver change in the way we work
Communication	• We ensure open communication for all • We openly and proactively listen and provide information
Respect	• We consider workmates, community, the workplace and environment • We treat people as we would like to be treated
Collaboration	• We seek what is best for the team, not what is best for the individual • We work together to achieve a shared vision • We are connected with and care for each other • We encourage and pay attention to those around us

Supervision Received

This role reports to the Director Corporate & Commercial

Supervision Exercised

The following roles report to the Group Manager Governance and Information Services:

- Information Technology Manager
- Governance and Procurement Manager
- Coordinator GIS
- Information Management Coordinator

Position Description Endorsement

Learning and Development

Position Description reviewed and approved by:

People and Culture Representative:	
Position Title:	Learning and Development Officer
Date:	13 October 2025

People and Culture

Position Description reviewed and approved by:

People and Culture Representative:	
Position Title:	People and Culture Advisor
Date:	September 2025

Role Authorisation

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Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

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