



**Leading
Roles**

›Executive ›Management ›Professional

**Recruitment Information Pack
for the role of
Executive Manager Information Services**

Fraser Coast Regional Council

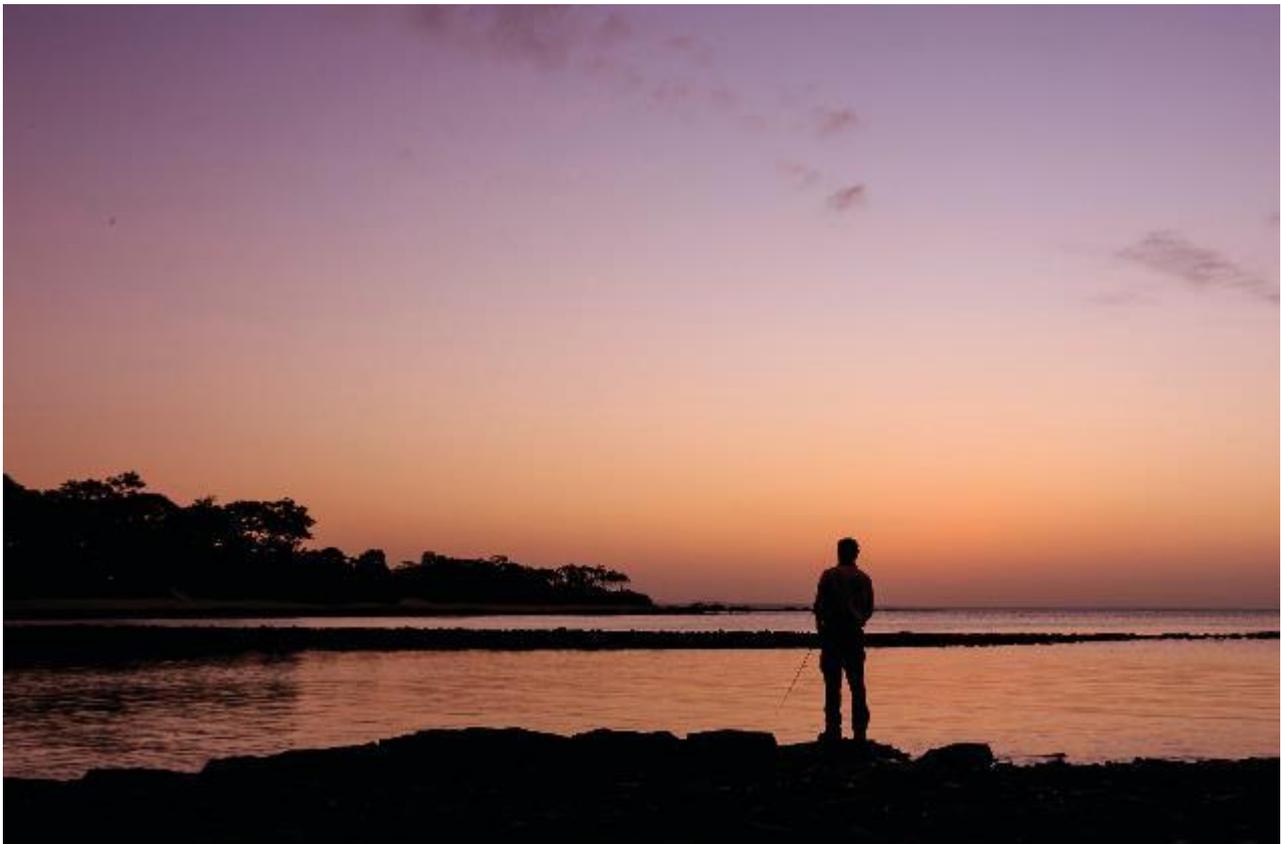


Fraser Coast
REGIONAL COUNCIL

Closing date for Applications is Monday 28 January 2019 at 5pm.

RECRUITMENT INFORMATION PACK CONTENTS

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Sunset Fishing Hervey Bay Jewelszee Photography TEQ

THE POSITION

Position Title: Executive Manager Information Services

Fraser Coast Regional Council is seeking a senior ICT leader to oversee the development and operation of the organisation's ICT strategy, to provide high level advice and services to the council organisation, and to manage the resources of Council's Information Services department.

There are significant opportunities in ICT projects, team capacity building, team capability development and organisational performance improvement in this position, as well as contribution as a leader in Council's 'TRAITS', organisation-wide culture change project.

Leadership

The organisational leadership focus of this position will be in:

- Development and delivery of the Strategic ICT plan for the organisation;
- Development of a problem solving, outcomes-focused culture in the ICT team; and
- Creating the systems and structures that ensure the provision of high standards of service to the organisation and its customers.

Management

Fraser Coast Regional Council has a well-resourced team of 20 ICT professionals providing ICT business support services to Council's services and functions.

The Executive Manager has five direct reports;

1. IT Infrastructure Coordinator.
2. IT Support Coordinator.
3. GIS Coordinator.
4. Senior Business Analyst.
5. Information Technology Solutions Developer.

Council will benefit from investment in the creation a robust, multi-skilled and outcomes-focused team, and is seeking a manager who transfers expertise, builds capabilities, and develops the skills and strengths of the group.

Services and Projects

An overarching responsibility for the Executive Manager will be to engage in the high-level strategic and tactical activity of the organisation and position the Information Services team to better assist the business of Council.

There are a range of far-reaching projects being led by the team that are focused on developing and implementing contemporary systems and applications in the business.

These include:

- *ERP Review*
Council has endorsed a review and investigation of the use of its ERP system. The new Executive Manager will be the key driver and Council's subject matter expert in this project, providing leadership to the selection, implementation and integration of the new system.
- *Application Updates*

Some applications in use are five or six-years behind the current iterations, and the development and actioning of a plan for updating these will be a key deliverable.

Personal Qualities

This position requires strong skills and experience in developing and implementing IT strategy in a public sector environment.

The imperative of the role is to keep the business functioning as a high-performing team delivering services to the organisation and community. The reality of this means that the new Executive Manager will be a resourceful and accomplished manager of human and financial resources, a developer of people and an outstanding manager of third-party providers.

Applicants who have a good understanding of the operating context of a local government or similar political organisation are preferred.

The team is a young, motivated and enthusiastic, and will do well with a leader who can share and get the most from their energy and enthusiasm.

Further information about the role can be found at **Attachment 1 – Position Description**. Please refer to **Attachment 2** for the **Organisational Structure**.



Whale Watching Hervey Bay, Reichlyn Aguillar, TEQ

ABOUT COUNCIL

The Fraser Coast Regional Council is represented by the Mayor and 10 Councillors and managed by the Chief Executive Officer in accordance with the Local Government Act and various other Acts and Regulations. The Fraser Coast is divided into 10 divisions, each represented by a single Councillor.

Fraser Coast Regional Council is one of the largest employers in the region offering a broad range of service areas, with roles that serve our community. Council employs an inclusive and diverse workforce, with great benefits and flexible work options.



Fraser Island Wreck, Jules Ingall TEQ

Council's website

<http://www.frasercoast.qld.gov.au>

Mayor and Councillor Profiles

<http://www.frasercoast.qld.gov.au/councillors>

Executive Management Team

<http://www.frasercoast.qld.gov.au/executive-management-team>

Council's Policies and Publications

<http://www.frasercoast.qld.gov.au/policies>

<http://www.frasercoast.qld.gov.au/publications>

Regional Features and Attractions

<https://www.queensland.com/en-au/explore-queensland/fraser-coast>

FRASER COAST REGION INFORMATION

The Fraser Coast is a mix of stunning landscapes, islands, cities and towns.

From Fraser Island - the world's largest sand island to the heritage streetscapes of Maryborough; from the rich farmlands of Tiaro, to the sheltered waters of Hervey Bay, one of Australia's most popular beach destinations, from old mining villages to peaceful seaside retreats set on the shoreline of the Great Sandy Strait.

The Fraser Coast sits within the Great Sandy Biosphere, which is part of a world network of Biosphere Reserves.



The region covers an area of 7,125 km² - from the Gunalda Range in the south, past Howard on the Bruce Highway to the north, east to Fraser Island and west to near Biggenden and has a population of more than 96,000 residents.

The Fraser Coast Regional Council area encompasses rural areas and growing rural-residential and residential areas, with some commercial and industrial land uses. The main urban centres are Hervey Bay and Maryborough, with numerous smaller townships and villages. Rural land is used largely for cattle grazing, sugar cane growing and timber production. Tourism is also an important industry.

The Fraser Coast Regional Council area is served by the Bruce Highway, Fraser Coast Airport (Hervey Bay and Maryborough) and the Tilt Train.

European settlement dates from the 1840s, with land used mainly for timber-getting, grazing, farming and mining. Population was minimal until the late 1800s, spurred by the opening of the railway line and growth in the sugar cane industry. Significant residential development did not occur until the 1950s, aided by tourism. Substantial growth occurred during the 1970s and 1980s, particularly in and around the townships of Hervey Bay and Maryborough.



Urangan Pier TEQ

The population of the Council area increased from about 60,000 in 1991 to nearly 105,000 in 2016. The bulk of growth since the 1990s has been in Hervey Bay, with some growth in the northern and southern rural areas. Population growth is expected to continue.

The original inhabitants of the Fraser Coast Regional Council area were the Butchulla Aboriginal people.

Fraser Coast Region Demographics

| Population | Fraser Coast Region | Queensland |
|--|---------------------|------------|
| Resident population | 101,977 | 4,474,098 |
| Female | 52,401 | 2,243,823 |
| Male | 49,576 | 2,230,275 |
| Working Age Population (15-64 years) | 57.4 % | 67.2 % |
| Median age (usual residents) | 46.2 | 36.6 |
| Population density (persons/km²) | 14.4 | 2.6 |
| Average family size | 2.4 | 3 |
| Families with children under 15 or dependent students | 7,362 | 1,148,175 |

Source: Australian Bureau of Statistics 2015

RECRUITMENT PROCESS AND HOW TO APPLY

How to Apply

Please submit your application via the Leading Roles website: <https://www.leadingroles.com.au>.

Please upload:

- A covering letter addressing the *Position, its Opportunities and Challenges* section of this information pack.
- Your CV, preferably in Microsoft Word or PDF format.

Recruitment Process timeframes

| | |
|---------------------------------------|---|
| <i>Application Period:</i> | 4 th January 2019 to 28 th January 2019 |
| <i>Closing date for Applications:</i> | 5pm on Monday 28th January 2019 |
| <i>Initial Assessment:</i> | 28 th January - 6 th February 2019 |
| <i>Council Interviews:</i> | Week commencing 11 th February 2019 |

**Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.*

Assessing Applications

Initial interviews

Leading Roles will review all applications received and identify suitable candidates to conduct initial interviews with. These interviews will be conducted by Leading Roles via an online web conference or by telephone.

We will assess your application against Council’s Selection Criteria as detailed in the Position Description in these initial interviews.

Shortlisting and Council Interviews

Council will determine a shortlist of suitable candidates, and will arrange interviews with Council’s interview panel, depending on candidate and council staff availability.

The interview panel will consist of 2 -3 members of council staff. Council may elect to include a non-voting panel member for assessment of technical competency.

Council may require their preferred candidates to undergo psychometric assessment to assist in understanding the candidate’s fit for the role and organisation, working preferences and attributes.

Following selection of a preferred candidate Council may require a number of further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at offer stage.

Please note that persons being offered employment with the Fraser Coast Regional Council will be required to undertake a pre-employment medical examination as well as a criminal history check.

Privacy Information: *Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. But it will not be given to any other person or agency unless you have given us permission or we are required by law.*



Festival, Hervey Bay TEQ

CONTACTS



- > **Belinda Walker**
- > Executive Recruitment Consultant
- > Leading Roles
- > 0411 449 447
- > belinda.walker@leadingroles.com.au
- > www.leadingroles.com.au
- > ABN: 53 142 460 357



Sunset Over Beach Hervey Bay, TEQ

ATTACHMENT 1 – POSTION DESCRIPTION

| POSITION DESCRIPTION | | | | |
|---|--|-------------------------|--|---|
| Position Title: | Executive Manager Information Services | Position No: | 2039 | |
| Directorate: | Organisational Services | Section: | Information Services | |
| Unit: | | Sub Unit: | | |
| Reports To: | Director Organisational Services | Directs Reports: | | |
| Indirect Reports: | 16 | Location: | Hervey Bay | |
| Version No: Nov 2018 | Evaluated: AC25 | Status: Approved | By: EMODC | Review: Nov 2019 |
| Position Objective | | | Our Values | |
| <p>Provide expert advice to the organisation to ensure the continued strategic development of the Council's Information Services area.</p> <p>Provide leadership, strategic oversight and timely management of Council's Information Services section.</p> <p>Encourage the development of 'best practice' delivery of services and the promotion of continuous improvement within the Council.</p> | | | <p>Trust</p> <p>Respect</p> <p>Accountability</p> <p>Initiative</p> <p>Teamwork</p> <p>Service</p> | |
| Key Responsibilities and Indicators | | | | |
| Key Result Areas | Key Accountabilities | | | Performance Indicators/Outputs |
| Corporate Values | <ul style="list-style-type: none"> ➤ To lead, promote and exemplify the corporate values of Trust, Respect, Accountability, Initiative, Teamwork and Service. | | | |
| Strategic Leadership | <ul style="list-style-type: none"> ➤ Provide strategic direction and leadership to the information Services team. ➤ Provide strategic direction and leadership to the Organisation in relation to Information Management systems, support and infrastructure. ➤ Oversee the continuous improvement of the section to ensure productivity and efficiency gains. ➤ Provide expert advice to the organisation to ensure the continued strategic development of the Council IT infrastructure. ➤ Effectively partner with key stakeholders in the business to ensure maximum benefit in the utilisation of Council's corporate systems. ➤ Research new technology options relating to Council's corporate systems and service desk operations in conjunction with the IT Steering Committee. ➤ Drive and manage the key IT and systems projects for Council what enhance customer experience for the community and drive an efficient organisation that maximises technology. ➤ Ensure the continued strategic development and direction of the sections functional areas <ul style="list-style-type: none"> ○ IT Infrastructure ○ IT Support ○ Geographical Information Systems (GIS) | | | <ul style="list-style-type: none"> ➤ 90% of IT Strategic Plan completed. |

| | | |
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| <p>Planning</p> | <ul style="list-style-type: none"> ➤ Develop strategic and operational plans in line with Council's corporate plan. ➤ Lead the Information Services team to ensure the effective delivery of the operational plan ➤ Lead and motivate team to ensure positive contribution to the goals of the unit to achieve development of 'Best practice delivery of service' that is client focused, cost effective and continually improving. | <ul style="list-style-type: none"> ➤ 90% of IT Strategic Plan completed |
| <p>Financial</p> | <ul style="list-style-type: none"> ➤ Prepare and manage the budget for Information Services section. | <ul style="list-style-type: none"> ▶ +/- 5% Operational Budget. ▶ +/- 5% Capital Budget. |
| <p>Human Resource Management</p> | <p>General</p> <ul style="list-style-type: none"> ➤ Demonstrate positive leadership in the achievement of corporate goals and objectives and foster an environment conducive to participation by all staff. ➤ Undertake all manager/supervisor responsibilities in accordance with Council's Human Resource Management Policies and the Enterprise Bargaining Agreement within the stipulated timeframes. <p>Performance Management</p> <ul style="list-style-type: none"> ➤ Adhere to Council's performance development and appraisal process, including coaching, training, mentoring and monitoring of employees' performance and conducting regular reviews. ➤ Ensure standards set are reasonable, clearly specified and effectively communicated to all employees. ➤ Ensure that employees are provided with effective work systems and other support necessary to enable standards to be met. ➤ Initiate strategies to address diminished work performance in accordance with Council's Diminished Work Performance Management Policy. <p>Staff Conduct and Discipline</p> <ul style="list-style-type: none"> ➤ Assist employees to achieve the required standard of conduct and ensure employee awareness of the possible consequences of failing to do so. ➤ Ensure that inappropriate staff conduct and/or behaviour which breaches Council policies and procedures, legislative provisions or Council's Code of Conduct is addressed in a timely manner. <p>Leave Management and Absenteeism</p> <ul style="list-style-type: none"> ➤ Schedule and approve staff annual leave giving consideration to the employee's health, wellbeing, leave balance, operational requirements of the work unit and the notice period given. ➤ Monitor excess annual/long service leave balances and implement plans for staff with excess balances to take leave to reduce Council's leave liability. | <ul style="list-style-type: none"> ➤ Uncertified sick leave <5 days per annum. ➤ Annual leave – 95% <8 weeks. ➤ Performance reviews 100% completed. |

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| | <ul style="list-style-type: none"> ➤ Encourage the responsible use of sick leave and monitor the sick leave levels of staff reports. Distinguish between incidents of chronic illness and patterns of unacceptable sick leave absences and use appropriate strategies to manage each. <p>Recruitment and Selection</p> <ul style="list-style-type: none"> ➤ Ensure that recruitment processes abide by the principles of merit, EEO, anti-discrimination & confidentiality & that specified timeframes for recruitment and selection activities are met in accordance with the R&S Management Policy and Procedure. | |
| Work Health and Safety | <ul style="list-style-type: none"> ➤ Adhere to relevant Work Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. | <ul style="list-style-type: none"> ➤ 99% compliance with Monthly Action Plans. |
| Risk Management | <ul style="list-style-type: none"> ➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training. | <ul style="list-style-type: none"> ➤ As per Council risk management KPIs. |
| Records Management | <ul style="list-style-type: none"> ➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002. | <ul style="list-style-type: none"> ➤ As per Council's record management policies and procedures. |
| Code of Conduct and EEO | <ul style="list-style-type: none"> ➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment | <ul style="list-style-type: none"> ➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures. |

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| <p>Sustainability Requirements</p> | <ul style="list-style-type: none"> ➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council’s planning framework and is incorporated into all facets of decision making and policy development. | <ul style="list-style-type: none"> ➤ As per Council’s Sustainability Charter. |
| <p>Customer Service</p> | <ul style="list-style-type: none"> ➤ Provide a high level of customer service to internal and external customers. | <ul style="list-style-type: none"> ➤ As per Council’s Customer Service Standards management policy. |
| <p>Values</p> | <ul style="list-style-type: none"> ➤ Exemplify Council’s values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value’s associated behaviours. | <ul style="list-style-type: none"> ➤ As per Council’s ‘TRAITS’ campaign. |
| | <ul style="list-style-type: none"> ➤ Other duties as directed. | <ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner. |

Selection Criteria

1. Highly developed leadership skills including the demonstrated ability to lead, motivate, coach and develop a high performing team focused on high quality service delivery and outcomes.
2. Extensive knowledge and experience in the management and support of a Windows IT environment and administration of a broad range of business systems.
3. Demonstrated ability in ensuring stability, development, enhancement and integration of core organisational management systems.
4. Demonstrated experience in leading a team responsible for the delivery of IT support services and the provision of IT infrastructure.
5. Extensive experience in the development and implementation of information management strategies policies and plans.
6. Demonstrated experience in project management including the management of external consultants and contractors to deliver required outcomes effectively and efficiently.
7. Highly developed written communication skills to enable the preparation and presentation of complex reports.
8. Demonstrated ability to effectively consult, partner, and negotiate across both internal and external stakeholders.

Qualifications/Licences

| | |
|-----------|---|
| Mandatory | ➤ Tertiary qualification in IT or business related discipline or equivalent experience. |
| Desirable | ➤ Post graduate qualifications in a relevant discipline ➤ Extensive experience in IT management. |
| Licences | ➤ Current class C Driver's Licence |

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|---------------------------|--|
| Mandatory Training | <ul style="list-style-type: none"> ➤ Work Health and Safety ➤ Duty of Care ➤ Code of Conduct ➤ Fire & Evacuation ➤ Corporate Systems ➤ Manual Handling |
|---------------------------|--|

Organisational Context

| Key stakeholders | Budget | | Delegations | | | |
|------------------|-----------|-------------|-------------|------------------------------------|------|--------|
| Council | Capital | \$200,000 | Authority | Financial Expenditure to \$100,000 | | |
| Executive | Operating | \$2 Million | Authority | Staff management – own staff | | |
| Employees | Salary | \$1 Million | Authority | | | |
| State Government | | | | Assets | | |
| Clients | | | Item | Desktop PC | Item | Mobile |
| Community | | | Item | Level 3 vehicle | Item | |

Conditions of Employment

| | | | |
|------------------|-----------------|-----------------|--|
| Status | Contract | | |
| Work Pattern | As per Contract | Hours/Week | As per Contract |
| Position Number: | 2039 | Position Title: | Executive Manager Information Services |

ATTACHMENT 2 – ORGANISATION CHART

