



Chief Executive Officer

Position Description

POSITION NO:	
DIRECTORATE:	
CLASSIFICATION:	
LOCATION:	
APPROVED BY:	
DATE:	

Council Overview

Frankston is located on the eastern shores of Port Phillip Bay approximately 40 kilometres south of Melbourne CBD, within metropolitan Melbourne. The municipality covers an area of about 131 square kilometres from Seaford Wetlands in the north, to Frankston South in the south and Western Port Highway in the east. Frankston City has a population of about 140,000 and is forecast to grow to about 160,000 by 2036.

The Council Plan identifies four long-term community outcomes;

- A Planned City
- A Liveable City
- A Well Governed City
- A Well Managed City

The Council Vision – “Lifestyle Capital of Victoria”. The core values that will help Council achieve the vision are:

- Kinder
- Smarter
- Fairer

Position Objectives

The Chief Executive Officer is the Council's principal staff officer, exercising overall management responsibility for the Council's operations. The Chief Executive Officer acts as the primary link and facilitator between Councillors and the organisation and is responsible for:

- Creating and promoting Frankston City Council's image and strategic direction.
- Providing strategic organisational directions (and leadership to staff) in setting and achieving the Council's objectives.
- Overseeing the financial management of the Council.
- Communicating and consulting with the community regarding the Council's services.
- Improving staff surveys and community satisfaction results.
- Building respect, trust and loyalty.

Key Responsibilities

- Translating the Council's vision into strategic and operational plans.
- Providing visionary and creative leadership, direction and total commitment to Frankston City Council in the provision of a range of relevant community valued services which demonstrate best practice service delivery standards.
- Responsible for all staff and resources required to deliver Council's strategic objectives.

ORGANISATION RELATIONSHIPS:	
Reports to:	Council
Key internal relationships:	The Mayor, Councillors, Directors, Managers and all other Council staff. Key relationships will be with anyone where there is joint responsibility for the development of strategic direction and the planning, managing and monitoring of Council's performance.
Supervises:	Immediate responsibility for Directors of Community Assets, Community Development, Corporate Development. Supervises all staff in accordance with the organisation structure.
External contacts:	Community Groups, General Public, relevant Officer in Local, State and Federal Government Departments and Authorities, key industry and business groups, media, Consultants and Local residents.

ACCOUNTABILITIES:
<p>CORE FUNCTIONS:</p> <ul style="list-style-type: none"> To lead and manage the organisation according to relevant legislation and contemporary management practices. Exercise such functions of the Council as are lawfully delegated by the Council to the Chief Executive Officer. Represent the Council as its CEO when negotiating on behalf of the organisation at the highest levels across all Government and non-Government sectors. Initiate, develop and implement long term strategies and plans in order to ensure that the Council's future goals are developed and then met in a context of changing needs, opportunities and constraints. Develop and strengthen Council's relationship with all sectors of the local community, the wider business community, other local government authorities, and all other relevant external agencies. <p>MANAGING COUNCIL RELATIONSHIPS:</p> <ul style="list-style-type: none"> Build strong positive relationships with the Mayor and the Councillors who oversee the functioning of the Council. Provide advice, policy development and decision making support to the Council. Expedite implementation of the Council's resolutions, policies and decisions. Ensure compliance with the statutory requirements of the Local Government Act and other applicable legislation. Encourage Council to be involved in relevant development opportunities. Ensure that Council is kept informed of all significant issues and to establish a cooperative and harmonious working relationship with Councillors. <p>ORGANISATIONAL LEADERSHIP:</p> <ul style="list-style-type: none"> Create an environment where the outcomes and services delivered by staff reflect Council values. Work in partnership with the Council, community, staff and external groups to formulate long term plans and policies. Undertake ongoing assessment of the organisation's performance and the effective implementation of strategies that will continually enhance performance. Provide long term plans that provide direction and certainty in Council's operation. Ensure services are provided in an efficient and cost effective manner. Develop, review and maintain the organisation structure to achieve Council's objectives. Ensure the Council's financial and physical resources are managed to the long-term benefit of the municipality, and to ensure that all statutory requirements are met. Advise the Council of financial implications of policy determinations. Manage the operations of the organisation, ensuring Council directions are met and continuous improvement is achieved in the delivery of Council services. Ensure management plans, systems, procedures and programs are developed to ensure that human capital is retained, engaged and maximised. Promote teamwork and develop and maintain positive work relations. Develop innovative business opportunities to effectively and efficiently utilise the Council's assets.

EXPERIENCE:

- Proven CEO or ready aspirant with extensive senior management experience gained in large, complex businesses in Government or commerce, particularly organisations with a customer service focus.
- Strong leadership skills with the ability to inspire and develop a strong, motivated and cohesive organisation.
- A strong commitment to governance and to promoting and achieving best practice in all work practices, systems and processes throughout the organisation.
- Proven success in championing and managing organisational change and reform in a large and complex organisation which has delivered tangible improvements.
- Well-developed interpersonal skills and the ability to establish effective working relationships with Councillors, government and business stakeholders, customers and employees.

SKILLS AND CAPABILITIES:

- Politically astute and highly developed interpersonal skills, able to represent the Council effectively in a political arena, with a respectful understanding of the role of Councillors.
- Proven ability to lead and motivate staff.
- Well-developed skills in leading and facilitating cultural, operational and organisational change in order to create a high-performance team focused on customers and achievement.
- Proficiency in representing the organisation, facilitating, presenting and influencing with conflict resolution and negotiation skills.
- Builds trust and relationships and works collaboratively with all internal and external stakeholders, understanding the needs of a diverse range of people of all ages and abilities, families, community groups and professionals.
- High level strategic thinking and planning skills with the ability to translate strategic direction into operational realities and drive the organisation to achieve continuous business / service improvement objectives.
- Strong financial management skills, with a history of strong financial stewardship.
- Proven ability to effectively manage human and physical resources consistent with Council and organisational values.
- Excellent oral and written communication skills with a demonstrated ability to interpret complex information into simple terms for a range of diverse audiences.
- Critically evaluates risks and information by understanding the causal factors of problems, challenging assumptions, identifying opportunities and potential risks.
- Proven ability to lead and manage projects within time and budget constraints.

WORKFORCE LEADERSHIP:

Lead and manage change

- Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.
- Analyses the change context to develop the right change approach for the organisation, community and region.
- Ensures regular communication throughout the change to build awareness, understanding, support and commitment.
- Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.
- Anticipates, plans for and addresses cultural barriers to change.
- Respects all staff and Councillors and encourages respect in return.

Manage and Develop People

- Creates a climate in which people across the organisation want to do their best.
- Creates a climate in which staff feel empowered to challenge and report inappropriate behaviour.
- Ensures the organisation engages in effective performance management, development planning and talent identification. Sets clear performance expectations, takes timely and appropriate action to manage poor performance and support career development; and is prepared to have courageous conversations.
- Drives executive capability development and ensures effective succession management practices.
- Creates a climate in which senior staff value regular feedback, continuous learning and new experiences.
- Ensures workforce management systems, policies and practices are inclusive of all individuals.
- Instils a sense of urgency around addressing performance problems among leaders in the organisation.
- Respects and leverages the different contributions, skills and experiences that others bring to achieve quality outcomes.

RELATIONSHIP MANAGEMENT

Communicate and Engage

- Presents with credibility and engages varied audiences.
- Translates complex information concisely.
- Creates opportunities for others to contribute to discussion and debate.
- Demonstrates active listening skills, using techniques that contribute to a deeper understanding.
- Is attuned to the needs of diverse audiences, adjusting style and approach flexibly.
- Prepares (or coordinates preparation of) high impact written documents and presentations.
- A perceptive and active listener.

Community and Customer

- Creates an organisational culture which embraces high quality customer service.
- Ensures the 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.

PERSONAL ATTRIBUTES:

Integrity

- 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.
- Defines, communicates and evaluates ethical practices, standards and systems and reinforces their use.
- Acts promptly and visibly in response to complex ethical and people issues.
- Strong values around respect, dignity and the need to serve.
- Demonstrates self-awareness – understands own strengths and areas for development, and the impact of one's own behaviour on others.

Accountability

- Acts in the public interest at all times.
- Deliver what you say. Sets clear objectives and keeps on point.
- 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.

Judgement

- Working with a high level of independence, political acumen and discretion.
- Judgement and decision making must conform to Council policies and delegations, legislative requirements and Council's expectations.
- Makes informed, considered and timely decisions.
- Deals effectively with stress and pressure by remaining calm and managing emotions.
- Is optimistic, tenacious and demonstrates an ability to bounce back after setbacks.

Key Attributes for Success

Courage. Compassion. Kindness. Humanity. Dignity. Emotional Intelligence. Drive. "Firm but fair".

QUALIFICATIONS:

The following qualifications and/or experience are required for the position:

- Appropriate tertiary qualifications in an appropriate discipline.
- Relevant post graduate qualifications in management or business would be well regarded.
- A current Victorian Drivers Licence.