

Title	Manager Corporate Affairs
Classification	Senior Officer
Reports to	Chief Executive Officer
Division / Group	CEO's Office
Position Number	
Approved By	
Direct Reports	<ul style="list-style-type: none"> ▪ Communications ▪ Advocacy ▪ Customer Service
Internal Stakeholders	<ul style="list-style-type: none"> ▪ Councillors ▪ Chief Executive Officer ▪ Executive Team ▪ Management ▪ All Staff
External Stakeholders	<ul style="list-style-type: none"> ▪ Citizens ▪ Local Government Victoria ▪ Other Municipalities ▪ Statutory Authorities ▪ Government Departments ▪ Community Groups/Organisations ▪ Parliamentarians ▪ Commercial/Trade/Business Groups ▪ Staff of other Municipalities ▪ Peak Bodies

Position overview

Set operational strategy for the Unit and provide accurate advice to enable informed decision making relating to organisational-wide strategy.

In partnership with the Senior Leadership Team, build an organisational culture that reflects Council's values and supporting behaviours.

The position integrates the key elements of the direct relationship with customers coordinating the key contact points between the community and the organisation.

Reporting to the CEO and advocating for and communicating with the community the position ensures clarity in communications with the community and responsiveness to community requests for service.

Key Result Areas

- Provide effective leadership and management to the following business units:
 - Communications
 - Customer Service
 - Advocacy
- Develop and build a high-performance culture within the Unit.
- Be responsible for the delivery of programs and/or services while ensuring they are delivered in a professional, legal, ethical and efficient manner, with the best interests of the organisation and community as the key driver.
- To ensure compliance with relevant legislation, and proactive management of organisational risks.
- Demonstrate Council's Values and Behaviours as outlined below;

Our Values



- Be willing to try, succeed, fail and learn.
- Share ideas generously and listen to others with interest.
- Assume positive intent.



- Act with foresight.
- Behave honestly for the benefit of our community.
- Take responsibility for your actions.



- Find the best way to move forward.
- Tackle the issues that make progress towards our goals.
- Create things that add value for our organisation and the community.

- Prepare, manage and deliver budget in accordance with service planning and forecasting for Unit.
- Monitor and analyse variations between budget and actual results and initiate or recommend appropriate corrective measures.
- Attend Council, Committee, Senior Management or other meetings as may be required to provide professional advice within area of expertise.
- Represent the Council at public and internal forums and demonstrate support for MV2040 objectives.
- Provide Councillors, Directors, Managers and other stakeholders timely, accurate and relevant reports on both quantitative and qualitative results and progress.
- Ensure relevant Business Unit has delivered tangible outcomes to the community in line with MV2040 objectives and Annual Plan Key Performance Indicators.
- Ensure team understands and is working towards goals and objectives that support Council direction.
- Develop and implement local Occupational Health and Safety (OHS) strategies to effectively address the relevant priority focus areas as highlighted through the quarterly OHS report and local quarterly inspections.

- Deliver Capital Works Projects/Budgets within planned budget and timeframe (if applicable), with any significant variance communicated to Executive Management and Program Management Office.
- Reflect leadership behaviours consistent with Council's values.

Selection Criteria

- Degree in relevant field, combined with experience in effectively managing teams.
- Experience in planning, leading and delivering high-quality services and programs.
- Demonstrated management skills including a combination of technical expertise and political, social, legal, economic and financial acumen.
- Effective judgement and decision-making skills for complex, sensitive and politically charged issues and situations.
- Well-developed interpersonal skills including the ability to negotiate, influence and motivate others to achieve positive outcomes.
- Demonstrated commitment to continuous improvement and the proven ability to lead teams to achieve key deliverables.

Qualifications

- Tertiary and/or post graduate qualifications in related discipline.
- Considerable experience in a professional, high performance work environment.
- Demonstrated ability to proactively lead and motivate staff to achieve operational objectives.
- Ability to transform teams and drive continuous improvement initiatives to achieve key deliverables for the Department.