



SORELL COUNCIL

POSITION DESCRIPTION

Position Title	Director – Service Delivery
Workgroup	Office of the General Manager
Reports to	General Manager
Classification	\$156,000 - \$168,000 (pro-rata)
Employee Status	Part-Time (0.8 FTE) to Full-Time (1.0 FTE)
Location	CAC

Primary Position Purpose

The **Director - Service Delivery** is responsible for providing leadership and strategic advice to support the organisation as it relates to all of the functions:

- Community Relations
- Facilities and Recreation
- Health and Compliance
- Infrastructure and Assets
- Roads and Stormwater
- Planning
- Finance
- Risk and Strategy

The Director works together with the Director - People & Performance to ensure that the General Manager and functional Managers are supported to effectively and efficiently lead and operate their area of responsibility. Together with the Director - People & Performance and the General Manager, the Director - Service Delivery will develop Council's operational strategy to deliver on the organisational goals as set by the Elected Members.

Key Responsibilities

- Set and deliver on Council's strategy:
 - In conjunction with the General Manager and Director People & Performance set the annual and ten year (per four yearly review) strategic plans to operationalise Council's strategy.
 - Support others with developing function specific action plans.
 - Review performance against plans, report on milestones.
- Lead and manage Council's overall service delivery strategy to ensure it supports the Council's strategic plan.
 - Devise annual plan requirements to support strategic plan deliverables including service delivery indicators.
 - Preparation and review of annual maintenance and capital budgets with Functional Managers.
 - Ensure Council's service delivery framework (strategy, policies and procedures) are compliant, contemporary and where appropriate aligned to best practice.
 - Lead Council's response to procurement concerns (contractual compliance from quality, timeliness, cost), participate in emergency response, review service to align to capital funding opportunities and coordinating this with the Director People & Performance and General Manager.
 - Lead the identification, development and ongoing review of Council's standards, systems and processes to ensure compliance and support Council to deliver services to meet demands in a cost effective way.
- Lead and support Functional Managers to deliver in their area of responsibility.
 - Support Managers in effective and efficient resource management to ensure performance of the required outcomes.
 - Provide advice to Managers on areas of performance improvement as it relates to the management role and to the function.
 - Encourage and foster a culture of interdependence of functions to support connected and united leadership groups that filters through the organisation.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

Position Dimensions

Key relationships and influences	
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Who	Why
Internal	
Leadership team	Work in partnership with leadership staff to lead the organisation in a united way.
All Staff	Support all staff in the performance of their role, providing guidance and direction to own and other departments.
External	
People who live, work, or visit Sorell	
Elected Council Members	
Local Government Division Local Government Association Community interest parties Industrial parties Government Agencies	Participate in forums, interest groups, State or regional based activity based networks and learning/development opportunities. Respond to Government agencies, advisors, Directors for requests for information and in coordinating responses to matters.

Resources and Budgets			
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Direct Reports	Joint responsibility with Director People and Performance for 7 Functional Managers	Financial Delegation & Reporting	In accordance with Council policies and procedures
Indirect Reports		Statutory Appointments	In accordance with Council policies and procedures
Total	7	Delegations	In accordance with Council policies and procedures

Position Capabilities

Capabilities for the role

Mandatory capabilities are essential at commencement in a position.

MANDATORY		
KEY RESPONSIBILITIES	CAPABILITIES	PERFORMANCE MEASURE
Contribute to Council planning, monitoring and reporting to deliver success.	Application of developed leadership and management skills to establish and/or monitor goals and objectives. Manage employees, budgets, work programs or major projects of the employer or a department utilising leadership, evaluation and monitoring skills to facilitate achievement of objectives. Ability to generate innovative approaches to more effectively deploy resources, meet changing circumstances and improve services.	Contribution to strategic planning including long term financial plan. Leadership of staff against key performance indicators as relevant to role and plans.
Set and report on annual and ten year strategy for Council in conjunction with senior leadership.	Makes determinative decisions and influences strategic direction of Council. Ensures capability to deliver on organisational needs.	Plans set on time with budget. Plans clearly link to strategy. Plans flex with strategy variations. Plan milestones reported on.
Strategically represent Council as required on issues that will affect how Council undertakes its business as it relates to internal or external people matters.	Utilises specialist skills and knowledge across a broad topic range. Use highly developed interpersonal skills to influence, persuade and/or motivate others to achieve objectives critical to Council.	Continuation of external representation of Council with clear links to business impacts reported on 6 monthly (June and December).
Lead and manage service delivery function to underpin Council's overall strategic direction.	Utilises specialist skills and knowledge to support service needs in a cost effective way. Engages with leaders to ensure service needs and related systems and supports are understood.	Analysis of systems to identify capacities and gaps in relation to compliance and to service needs, together with plans to address gaps. Resolution of non-compliance in relation to service delivery contracts, standards or legal requirements to see they are resolved and/or considered.

		Ongoing review of systems, processes and standards to ensure they meet needs and are considered in context of continuous improvement.
Lead and support functional managers to deliver on their role requirements.	Builds relationships to enable mentoring, advice and support. Grows a team of connected and united leaders.	Managers that are supported to perform their role. Managers with KPIs of success which are monitored and reported on. Leadership group that is reported by others to be united and supportive of each other and the Council.

Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

Work Place Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety;
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act;

- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers;
- Avoid, eliminate or minimize hazards within your control, and immediately report;
- Attend and actively participate in training programs provided in the interests of Health and Safety;
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with Council's Risk Management Framework.
- Complete Council's induction requirements

Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.

Key Selection Criteria

Essential:

Candidates at this level should possess:

- Demonstrated capacity to lead others in the delivery of a service including identifying opportunities and resolving challenges as it relates to service delivery measured against predetermined service levels.
- An ability to make determinative decisions and influence day-to-day and/or strategic direction of a department by way of contributing to planning, cascading outcomes to others performance and developing supporting policies, procedures or other instruments to support success.
- An ability to resolve problems which require analytical reasoning and integration of wide-ranging and complex information and a high level of independence in determining direction and approach to issues.
- A broad range of specialist knowledge and skills, including relevant legislation, policies and other areas of precedent.
- A strong network and understanding of the ambitions and motivators of the varying parties involved in Local Government i.e. existing and new suppliers, interest groups, government agencies and similar.
- Experience working with project management, procurement, contractual compliance and resolving non-compliance in relation to these areas.

Desirable:

- Formal qualifications in Local Government, Engineering, Civil Construction and a minimum 5 years experience in leading others and strategy in service oriented areas.
- Significant capability in the development of innovative solutions in relation to setting service delivery levels, scoping of works and compliance with these.

Authorisation			
I hereby agree that this position description accurately reflects the work requirements.			
Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	