***Sample* *Council***

**Serving our community**

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| Position Description **Manager Certification** |

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| **Directorate** | **Certification** |
| **Location** | **Sample** |
| **Classification/Grade/Band** | **Band 4 Level 3** |
| **Position Code** | **MCR** |
| **Date position description approved** | **2 December 2017** |

Council overview

The Sample Council area covers approximately 80 square kilometres and has an estimated population of 140,000.

Sample Council is the gateway to the broader Sample region. With significant state infrastructure within our boundaries and key commuter corridors between Port Sample, Sample Airport and greater Sample, change is everywhere and so are the opportunities.

Council values

The guiding principles of respect, trust, accountability, leadership, innovation, collaboration, and excellence in customer service define how Sample Council strengthens its working environment to deliver on the aspirations of our community.

Primary purpose of the position

Lead and drive Sample Council’s certification functions including, building and fire certification; footway and trading; and all activities related to the principal certification authority, to ensure an efficient, timely, customer centric and proactive service is provided.

Key accountabilities

Within the area of responsibility, this role is required to:

* Implement strategic frameworks for certification services that reflect Council’s commitment to the community, stakeholder needs and NSW state government legislation and requirements.
* Manage Council’s Principal Certifying Authority to ensure compliant, experienced and competitively priced building certification services for Sample Council
* Oversee the statutory functions of accredited certifier/s, to ensure certification functions and services are compliant with regulations, building codes and standards.
* Develop and integrate an improved planning, certification and approvals framework and system.

Key challenges

* Managing the appropriate allocation of resources in a cost saving environment
* Managing and analysing complex and sensitive issues
* Facilitating the engagement and input of a wide range of stakeholders and managing expectations.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive advice and report on progress towards business objectives and discuss future directions
* Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
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| Project Team | * Guide, support, coach and mentor team members
* Lead discussions and decisions regarding key projects and deliverables
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| Direct Reports | * Lead, direct, manage and support performance and development
* Guide, support, coach and mentor
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| Stakeholders | * Provide expert advice on a range of project related issues and strategies
* Optimise engagement to achieve defined outcomes
* Manage expectations and resolve issues
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| **External** |  |
| Stakeholders | * Engage in, consult and negotiate the development, delivery and evaluation of projects
* Manage expectations and resolve issues
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| Vendors/Service Providers and Consultants | * Communicate needs, facilitate routine business transactions and resolve issues
* Negotiate and approve contracts and service agreements
* Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements
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Key dimensions

Decision making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.

Key decision making requirements of the position include:

* Project management and delivery decisions
* Risk management decisions
* Project resourcing, planning and scheduling decisions

Reports to

Director, Planning and Environment

Direct reports

Five direct reports

* Senior Policy Officer - Band 3 Level 3
* Senior Policy Officer - Band 3 Level 3
* Policy Officer - Band 3 Level 1
* Policy Officer Planning - Band 3 Level 2
* Administration Officer - Band 2 Level 2

Estimated number of indirect reports

Two indirect reports

* Councillor Support Officer - Band 2 Level 3
* WHS Business Partner - Band 3 Level 2

Budget (operating and capital expenditure)

$10 million (approximately)

Essential requirements

* An appropriate degree qualification in Civil Engineering.

Capabilities for the position

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

| Local Government Capability Framework |
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| **Capability Group** | **Capability Name** | **Level** |
| **Personal attributes** | Manage Self | Highly Advanced |
| Display Resilience and Courage | Adept |
| **Act with Integrity** | **Advanced** |
| **Demonstrate Accountability** | **Advanced** |
| **Relationships** | Communicate and Engage | Advanced |
| **Community and Customer Focus** | **Advanced** |
| **Work Collaboratively** | **Highly advanced** |
| **Influence and Negotiate** | **Advanced** |
| **Results** | Plan and Prioritise | Adept |
| Think and Solve Problems  | Advanced |
| Create and Innovate | Adept |
| **Deliver Results** | **Advanced** |
| **Resources** | **Finance** | **Advanced** |
| Assets and Tools | Foundational |
| Technology and Information | Adept |
| Procurement and Contracts | Adept |
| **Workforce Leadership** | **Manage and Develop People** | **Advanced** |
| Inspire Direction and Purpose | Adept |
| Optimise Workforce Contribution | Intermediate |
| Lead and Manage Change | Intermediate |

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

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| Local Government Capability Framework |
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| --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Act with Integrity | Advanced | * Models ethical behaviour and reinforces it in others
* Represents the organisation in an honest, ethical and professional way and sets an example for others to follow
* Promotes integrity, courage and professionalism inside and outside the organisation
* Monitors ethical practices, standards and systems and reinforces their use
* Proactively addresses ethical and people issues before they magnify
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| **Personal Attributes**Demonstrate Accountability  | Advanced | * Is prepared to make decisions involving tough choices and weighing of risks
* Addresses situations before they become crises and identifies measures to avoid recurrence
* Takes responsibility for outcomes, including mistakes and failures
* Coaches team members to take responsibility for addressing and resolving challenging situations
* Oversees implementation of safe work practices and the risk management framework
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| **Relationships**Community and Customer Focus | Advanced | * Demonstrate a thorough understanding of the interests, needs and diversity in the community
* Promotes a culture of quality customer service
* Initiates and develops partnerships with customers and the community to define and evaluate service outcomes
* Ensures that the customer is at the heart of business process design
* Makes improvements to management systems, processes and practices to improve service delivery
* Works towards social, environmental and economic sustainability in the community/region
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| **Relationships**Work Collaboratively | Highly Advanced | * Communicates the expectation of collaboration across the organisation
* Celebrates successful outcomes of collaboration across the organisation, region and sector
* Establishes systems, structures and practices to facilitate sharing and learning across the organisation, region and sector
* Develops respectful relationships with stakeholders who hold different, even directly conflicting, views
* Sets a tone of inclusiveness and an expectation that all staff respect diversity in people, experiences and backgrounds
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| **Relationships**Influence and Negotiate | Advanced | * Builds and maintains professional relationships inside and outside the organisation
* Makes a strong personal impression and influences others with a fair and considered approach
* Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise
* Identifies key stakeholders and tests their level of support in advance of negotiations
* Uses humour appropriately to enhance professional relationships and interactions
* Pre-empts and minimises conflict by working towards mutually beneficial outcomes
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| **Results**Deliver Results | Advanced | * Sets high standards and challenging goals for self and others
* Delegates responsibility appropriately and provides support
* Defines what success looks like in measurable terms
* Uses own professional knowledge and the expertise of others to drive results
* Implements and oversees quality assurance practices
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| **Resources**Finance | Advanced | * Ensures the design/delivery of services is within budget
* Explains the organisation’s financial drivers to others in plain language
* Evaluates strategic business cases including the relative cost benefits of direct provision or purchase of services
* Models the highest standards of financial probity, demonstrating respect for public monies and other resources
* Promotes the role of sound financial management and its impact on long term financial sustainability
* Seeks and applies specialist financial advice to inform decisions
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| **Workforce Leadership**Manage and Develop People  | Advanced | * Knows the individual strengths, weaknesses, goals and concerns of member of the team
* Fosters high performance through effective conversations and feedback and by providing stretch opportunities
* Identifies and develops talent across the organisation
* Coaches and mentors staff to foster professional development and continuous learning
* Implements performance development frameworks to align capability with the organisation’s current and future priorities
* Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
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