



APPLICANT PACK

# Coordinator Executive Support – Office of the Mayor

Sunshine Coast Council



**Leading  
Roles**

People ▶ Performance ▶ Partners



## CONTACT

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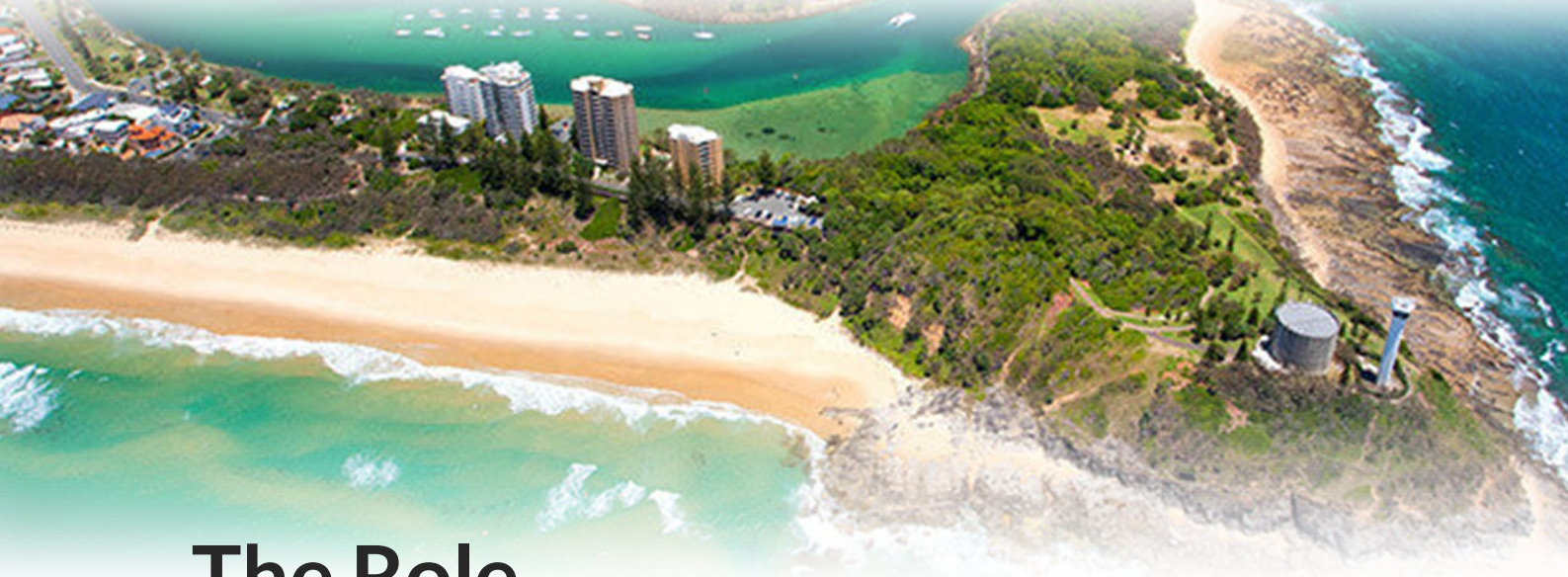
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We respectfully acknowledge the Traditional Owners, the Kabi Kabi and Jinibara peoples as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



# The Role

The Sunshine Coast Council, one of the largest local governments in Australia, serves over 365,000 residents across approximately 2,291 square kilometres. With a vision to be Australia's most sustainable region, the Council is committed to fostering a healthy, smart and creative community. The 2023-2027 Corporate Plan outlines Council's commitment to a smart economy, strong community, healthy environment, service excellence and creating an outstanding organisation.

Sunshine Coast Council are now seeking a Coordinator Executive Support to work within the Office of the Mayor, providing executive support, strategic research and backgrounding, information and general support services for the newly elected Mayor, Rosanna Natoli.

Reporting to the Manager Governance and Executive Services, this role is crucial in managing the day-to-day operations of the Office of the Mayor, ensuring effective communication and engagement with key stakeholders, and supporting the Mayor's civic, representational and statutory responsibilities.



# Strategic Support

- **Strategic Support:** Provide well-informed, research and backgrounding and high-level support on significant issues and matters for the region.
- **Operational Management:** Oversee the functions and operations of the Office of the Mayor, including staff management and ensuring high standards of service and compliance. The Office of the Mayor includes the Mayor's PA and a Project Officer.
- **Advocacy and Engagement:** Support the Mayor's advocacy and engagement with other government tiers, local businesses and community groups.
- **Communication:** Manage the Mayor's communication arrangements, including media releases, public statements and digital communications.
- **Relationship Building:** Develop and maintain productive relationships with internal and external stakeholders, including state and federal government bodies, local businesses and community organisations. Key relationships include advocacy bodies such as COMSEQ, ALGA and LGAQ. This role will be critical in establishing a high functioning relationship with Council's executive leadership team and Council officers as well as other divisional councillors to ensure clear alignment of roles and responsibilities.
- **Governance Support:** Provide high-level governance support to the Mayor, ensuring compliance with local government legislation and standards.





## Operational Responsibilities

- **Prioritise and manage operational tasks:** Organise and execute the Mayor’s daily tasks and communications effectively.
- **Coordinate meetings:** Arrange and attend meetings between the Mayor and community members, groups and external stakeholders.
- **Provide governance support:** Offer legislative and governance information and support during meetings, community engagements and media interactions.
- **Facilitate Agenda execution:** Ensure the smooth delivery of the Mayor’s daily agenda and long-term objectives.

## Personal Attributes

The ideal candidate will possess:

- **Energy and adaptability:** Ability to keep pace with a high-profile, dynamic and media-savvy Mayor.
- **Collaborative spirit:** A strong team player who works well with the Mayor and other staff.
- **Proactive personal style:** Anticipate the Mayor’s needs and provide thoughtful, proactive support.
- **Strong communication skills:** Excellent written and verbal communication skills, with the ability to match the Mayor’s vibrant and engaging style. The Mayor is seeking to create a closer relationship with the community. It will be essential to adapt quickly to her preferred communication style to support her agenda of greater transparency and engagement with the community.
- **Community service ethic:** Commitment to public service, community service, volunteerism and charity work. The ability to attend after hours meetings will be an important part of this role.





# Sunshine Coast Council Values

- **Service Excellence:** Commitment to delivering outstanding service.
- **Innovation:** Embracing new ideas and technologies to improve our services.
- **Integrity:** Acting with honesty and transparency.
- **Sustainability:** Ensuring our actions support the long-term health of our community and environment.
- **Collaboration:** Working together to achieve common goals.





## Key Requirements

- Experience in a similar role within a large public sector organisation including highly developed political acumen, efficient management skills and analytical capability.
- Demonstrated strategic decision-making skills including developing and implementing strategic plans, oversight of communications plans and projects.
- Highly advanced interpersonal and communication skills including well developed consultation, advocacy and negotiation ability.
- Relevant tertiary or professional qualifications.



## Salary Package Information

This is an ideal time to join Sunshine Coast Council, living and working in an idyllic location with great lifestyle benefits. Council is offering a competitive remuneration package that includes salary packaging options (Novated leases, superannuation benefits, smartphones and devices) as well as 17.5% leave loading and flexible work policies.

Some of the benefits of working with Sunshine Coast Council include:

- Generous salary package of \$173K + superannuation.
- Three-year executive contract.
- Relocation Assistance negotiable.
- Salary packaging.
- 17.5% loading when taking annual leave.
- Development opportunities through corporate learning and development programs.
- Study assistance (up to 5 hours a week and 50% of course paid).
- Discounted health related memberships.
- Generous superannuation benefits – up to 12% superannuation in addition to your 6% superannuation contribution.





# About Council

The Sunshine Coast Council is proudly one of only five destinations in Australia to attain international recognition as a UNESCO Biosphere. It also stands as one of the most economically thriving regions among Australian local government areas.

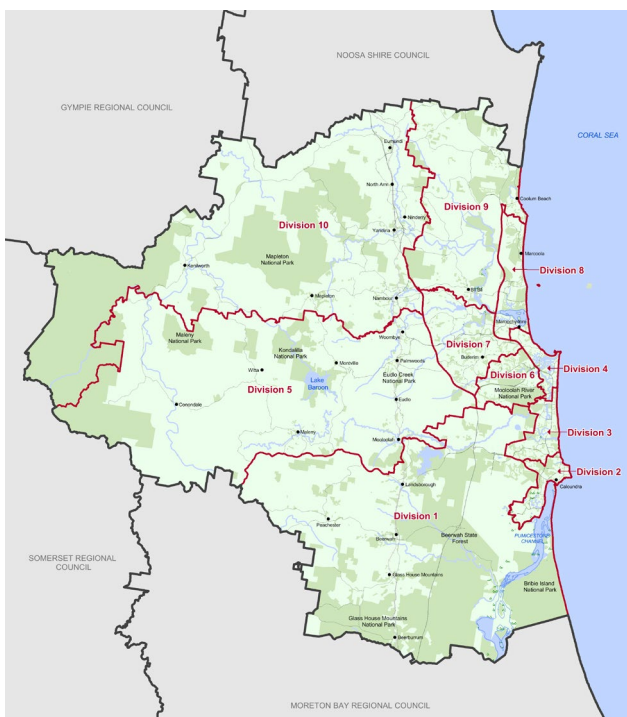
The Sunshine Coast Council is a vibrant hub of opportunity and natural beauty in the heart of south-east Queensland, a short drive north of Brisbane. Spanning over 2,291 square kilometres, the region serves as a major urban and economic centre.

In June 2022, the Sunshine Coast achieved international recognition as a UNESCO Biosphere, one of only five in Australia. This prestigious designation underscores the council's commitment to environmental sustainability and preserving the stunning natural surroundings.

With an estimated population of 346,648 (June 2021), the Sunshine Coast is home to a diverse and growing community. The region boasts one of the largest economies among all local government areas in Australia, with a flourishing A\$18.5 billion economic landscape.

The Sunshine Coast Council takes great pride in managing and protecting the region's unique assets. It oversees 60 kilometres of pristine coastline, maintains 3,043 kilometres of well-kept roads, and safeguards 7,577 hectares of lush environmental reserves. The waterways span over 12,000 kilometres, while 1,210 parks and 1,400 kilometres of pathways provide recreational spaces for all.

The council plays a crucial role in fostering growth, supporting local businesses, promoting tourism, and creating employment opportunities.



## Links to Council Information







# Living in the Region



## Housing

In the Sunshine Coast Council region, residents and newcomers can explore a wide range of housing options that cater to diverse preferences and lifestyles. From coastal apartments offering stunning ocean views to family-friendly suburban neighbourhoods. The region's real estate market is dynamic, with a mix of modern developments and homes that embrace the area's natural beauty.



## Educational Facilities

The area boasts a diverse range of schools, catering to primary and secondary education, including public, private, and specialised institutions. For those seeking vocational training, the region offers access to TAFE facilities, which provide practical and career-focused courses. Additionally, the Sunshine Coast is home to reputable universities and higher education institutions, where students can pursue undergraduate and postgraduate degrees in various fields.



## Healthcare

Residents have access to a comprehensive network of healthcare facilities, ensuring their well-being is a top priority. Prominent hospitals like the Sunshine Coast University Hospital, Nambour General Hospital, and Caloundra Health Service are well-equipped to provide quality medical care. In addition to these major hospitals, the region features numerous medical centres, clinics, and specialists offering a wide range of healthcare services.





# Living in the Region



## Shopping & Dining

The Sunshine Coast Council region provides an array of shopping and dining experiences. From bustling shopping precincts to charming boutique stores, the area offers a diverse retail landscape. You can explore renowned shopping hubs such as Sunshine Plaza, Kawana Shoppingworld, and Noosa Civic, where you'll find a range of shops, boutiques, and major retailers. When it comes to dining, you will find everything from beachfront cafes with stunning ocean views to fine-dining restaurants. The region's vibrant food scene is renowned for its fresh, locally sourced ingredients and diverse cuisine options.



## Sports & Recreation

The Sunshine Coast Council region provides a wide range of sports and recreational activities. From surfing and hiking in pristine natural landscapes to various sporting facilities for soccer, rugby, cricket, and more. The coastline offers ideal conditions for water sports like swimming and paddleboarding. Nature lovers can explore lush parks and pathways, while golf courses and fitness centres cater to those seeking an active lifestyle.



## Getting Around

Situated an hour's drive north of Brisbane City, the Sunshine Coast Council region boasts excellent transportation options. There is a well-connected network of roads and highways, making travel within and beyond the region convenient. In addition to roadways, public transportation services like buses and trains offer accessible and efficient commuting solutions. The Sunshine Coast Airport, provides domestic flights between 13 domestic destinations through four different airlines.





Join the Team





# Recruitment Process and Timeframes



## How To Apply?

If you are passionate about public service and have the skills and experience to support the Mayor in achieving the Sunshine Coast Council's vision, we invite you to apply for this exciting opportunity. Join us in making a positive impact on our community and contributing to the sustainable future of the Sunshine Coast region.

Please submit your application via the Leading Roles website.

Please upload:

- Your CV
- A covering letter addressing the criteria below



## Selection Criteria

- Experience in a similar role within a large public sector organisation including highly developed political acumen, efficient management skills and analytical capability.
- Demonstrated strategic decision-making skills including developing and implementing strategic plans, oversight of communications plans and projects.
- Highly advanced interpersonal and communication skills including well developed consultation, advocacy and negotiation ability.
- Relevant tertiary or professional qualifications.



## Applications Open

- Week Commencing  
Monday 10 June 2024



## Applications Close

- 5pm Monday 8 July 2024



## Initial Assessment

- Week Commencing 8 July 2024



## Council Interviews

- Week Commencing 22 July 2024

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



# Application for Assessment, Shortlisting and Interviews

Leading Roles and the council will determine a shortlist of suitable applicants and will arrange interviews with the council's interview panel, depending on applicant and council staff availability.

The council may require their preferred applicants to undergo a psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following the selection of a preferred applicant the council may require 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 the offer stage.

## **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. It will not be given to any other person or agency unless you have given us permission, or we are required by law.





# Belinda Walker

## Executive Talent Consultant



Belinda is our senior talent consultant with 20 years' experience recruiting executive, senior management and specialist roles in the public and private sectors throughout Australia and the United Kingdom.

Belinda commenced her career as a communications specialist, working in the not-for-profit and professional services sectors in the UK and Queensland.

Belinda prides herself on her stakeholder engagement skills, her client and candidate care, and her collaborative communication style to ensure a quality and professional level of service is always delivered.

### CONTACT

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# Leading Roles

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ATTACHMENT

# Position Description

## Position Profile

70005135 – Coordinator Executive Support Office of the Mayor - Governance and Executive Services

## About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 365,000 residents across an area of approximately 2,291 square kilometres. Council’s 2023-2027 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



## Our Values

Everything council does is underpinned by its values, which define the culture of the organisation and the behaviours that shape our interaction with the community and each other. Our values are depicted below.





## Our Corporate Plan Goals

1. **Our Strong Community** - Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.
2. **Our Environment and Liveability** - Our natural assets, healthy environment and liveability credentials are maintained and enhanced.
3. **Our Resilient Economy** - Our resilient, high-value economy of choice drives business performance, investment and enduring employment.
4. **Our Service Excellence** - Our services are consistent and accessible and provide positive experiences for our customers and value to our community
5. **Our Outstanding Organisation** - Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.

## Position Summary

<b>Position title</b>	70005135
<b>Position number</b>	Coordinator Executive Support Office of the Mayor
<b>Reports to</b>	Manager Governance and Executive Services
<b>Position type</b>	Establishment
<b>Position Classification</b>	Above Award Contract
<b>Group</b>	Civic Governance
<b>Branch</b>	Governance and Executive Services
<b>Team</b>	Branch Management (Governance and Executive Services)
<b>Employment area</b>	Sunshine Coast <b>Locations</b> Maroochydore
<b>Team leadership/ supervision</b>	Responsible for the management of 2 staff, along with any other resources which may be assigned from time to time on a short-term/project basis.
<b>Internal liaison</b>	Mayor, Councillors, Chief Executive Officer, Executive Leadership Team members, Managers and other Council employees.
<b>External liaison</b>	Federal and State Government Departments and Ministerial offices; other Local Governments; Local, State and National Industry Bodies; and Community and business groups; and Community Members.
<b>Delegations</b>	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.
<b>Date last reviewed</b>	16 April 2024

## Leadership at Sunshine Coast Council

The Coordinator, Executive Support operates with clear expectations for role-modelling the performance standards, values, behaviours and attitudes that are integral to our work place culture and to our reputation as an outstanding organisation.

**Leadership** - Exemplify behaviours that engage, motivate and inspire employees, to ensure a constructive high performing organisational culture which underpins an outstanding organisation.

**Quality Relationships** - Committing to professional, collaborative relationships with the Council, CEO and colleagues across the organisation.

**Productive Partnerships** - Building close working connections with key government, community and business stakeholders.

**Customer Service** - Lead the delivery of positive experiences for our customers and great services for our community.

**Performance Excellence** - Drive organisational and operational performance to deliver better outcomes for the community.

## Key Responsibilities

- Coordinate and provide well informed, tactical advice, information and high level support to the Mayor and Deputy Mayor (when acting as Mayor) on a wide range of significant issues and matters for the region.



- Ensure the Mayor is provided with professional and appropriate executive level briefing material, on a wide range of current and/or contentious issues, public reports and local and external events by partnering with the Manager, Governance and Executive Services and the Group Executive, Civic Governance.
- Demonstrate high performance, leadership values and behaviours, including respectful collaboration with executives, colleagues and staff across all teams within Council.
- Represent the Mayor (as required) at various meetings, committees and forums as approved by the Manager, Governance and Executive Services.
- Manage the functions and operations of the Office of the Mayor, with particular focus on:
  - high level professional support for the Mayor on behalf of the CEO in relation to the Mayor's engagement and advocacy with other tiers of government, other local governments, the local business and community sectors, consistent with appropriate protocols and Council policies.
  - ensuring appropriate service arrangements are maintained and regularly reviewed within the Office of the Mayor to ensure professional information needs and flows are efficiently and effectively addressed.
  - maintaining the highest standards of integrity, policy and statutory compliance and managing the confidentiality of information held and managed by the Office of the Mayor.
- Develop and maintain productive and collaborative working relationships with the Mayor, Councillors, CEO, executives and all leaders across Sunshine Coast Council.
- Maintain professional communication channels and correspondence to ensure the Mayor, Councillors and CEO are promptly informed of relevant issues.
- Act as the primary point of interface between the Office of the Mayor and the equivalent executive offices of external agencies, organisations and government Departments, advising on and observing protocols applicable to various situations.
- Establish and maintain strong working relationships with State and Federal government Ministerial offices, departmental representatives, and key private sector parties and community organisations and other stakeholders to support and advance the interests of Council.
- Develop and maintain productive and collaborative relationships with other local governments, and other key stakeholders to support the activities which the Mayor carries out on behalf of Council and the community.
- Maintain a thorough and contemporary knowledge and understanding of major regional projects, priorities, programs and issues (both regional and external to the region).
- Work with State and Federal Government counterparts and agencies, business, industry and community stakeholders, to support the Mayor's advocacy and engagement activities on behalf of Council.
- Demonstrate commitment to customer service and creating a positive experience for customers, with a particular focus on ensuring a customer-oriented standard of service is operable within the Office of the Mayor. Ensuring all interactions and responses are prompt, professional, respectful and appropriate to the needs of the customer and are consistent with the policies, resolutions and commitments of Council.
- Manage the Mayor's official communication arrangements, including the review and production of media releases, digital collateral, public statements and online communications associated with the official functions and activities undertaken by the Mayor on behalf of Council.
- Coordinate and provide advisory and logistical support for the Mayor at a range of community and public functions.
- Maintain a contemporary understanding of the obligations of the Mayor in the context of the Local Government Act 2009 and other integrity legislation and standards.
- Manage and maintain operating standards, protocols and practices that underpin the operations of the Office of the Mayor, engagement with stakeholders and members of the community and ensure compliance with policy and statutory requirements.
- Oversee the arrangements for the Mayor's participation in the delivery of the annual Council Budget and other key Councils functions and events.
- Provide input to and facilitate the implementation of Council's annual advocacy plan in so far as it relates to the participation and responsibilities of the Mayor.
- Work with the Deputy Mayor and other Councillors (and their support staff) to ensure there is appropriate Council representation at public and community events, activities and forums when the Mayor is unavailable.

- Contribute to the Civic Governance budget planning and monitoring and operational planning processes and development of initiatives and projects.
- Provide analysis and advice to the Mayor to support participation in external local government advocacy bodies, including the Council of Mayors South East Queensland.
- Responsible for the compliant capture and secure use of public records in line with Sunshine Coast Council Records Management Policy during the conduct of daily business.
- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## Key Requirements

### Mandatory Requirements / Experience

- Relevant tertiary/professional qualifications and demonstrated experience in senior roles in a large public sector organisation.
- Extensive management skills, analytical capacity and decisiveness, with the proven capacity to develop strategies, policies, plans and projects to achieve corporate priorities and objectives.
- Demonstrated ability to operate effectively within a political environment and the overall structure and business operations of a large local government including its role in economic development, environmental sustainability and growth management for the region and the community.
- Demonstrated substantial experience in high level research, policy analysis, communications and a demonstrated track record in developing timely and appropriate advice to enable decision making.
- Strong and successful interpersonal and communication skills, with particular emphasis in the areas of consultation, advocacy, negotiation and conflict resolution in order to resolve issues and meet changing circumstances.
- Demonstrated decision making ability with the capacity to develop plans, systems and projects to achieve team objectives and aspirations.
- Proven track record of success in the coordination, scheduling and delivery of major initiatives and events requiring high levels of consultation with internal and external stakeholders, integration and negotiation to achieve successful outcomes.
- Strong prioritisation capabilities and the capacity to analyse and assess complex issues and situations quickly and determine appropriate, customised solutions.
- Comprehensive awareness and understanding of emerging issues that impact on local government generally and on Sunshine Coast Council priorities.
- Demonstrated transparency and integrity in ensuring the public interest is paramount and all work colleagues are respected.
- Current driver's licence "C" Class.

### Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪  
Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪  
Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.