



APPLICANT PACK

Manager Ethical Standards

Sunshine Coast Council



**Leading
Roles**

People ▶ Performance ▶ Partners



CONTACT

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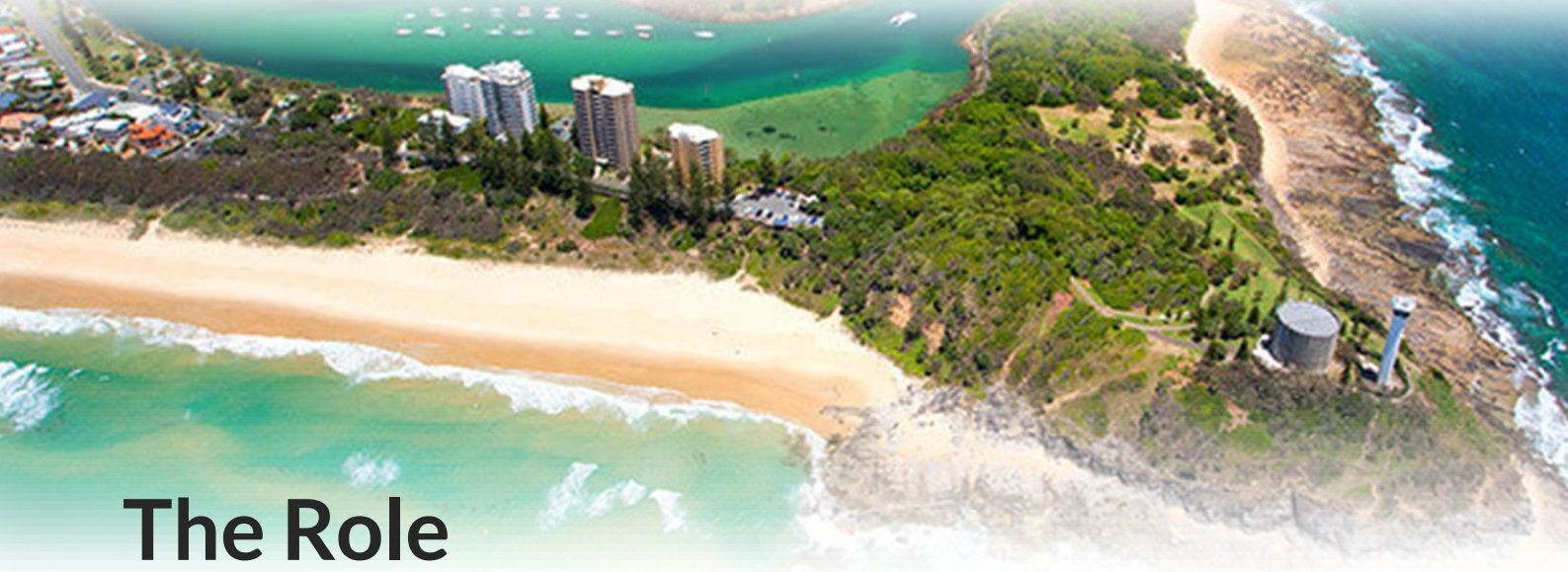
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We respectfully acknowledge the Traditional Owners, the Kabi Kabi and Jinibara peoples as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and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



The Role

Sunshine Coast Council is one of the largest Local Governments in Australia, serving a fast-growing community of more than 350,000 residents. Council's 2023 – 2027 Corporate Plan aims to deliver a resilient economy, a strong community, environment and liveability, service excellence and an outstanding organisation.

Council is seeking an engaged and experienced Manager Ethical Standards to lead this critical function within the organisation. Join a team that collaborates across all Groups to collaboratively champion the highest standards of ethics and integrity in Council's operations. If you're driven by making a meaningful impact, this is your opportunity to be at the forefront in leading a values based, empathetic ethical standards, integrity and performance function in a complex and diverse public sector organisation.

Position Overview

Reporting to the Group Executive Civic Governance, the Manager Ethical Standards will lead the development of ethics and integrity standards and services, including investigations and responses to administrative action and conduct complaints on behalf of the CEO, the delivery of Council's responsibilities under the Right to Information, Information Privacy, and Human Rights legislation.

Organisational Contribution

The Manager Ethical Standards will be a key member of the Civic Governance leadership team. Peers to this role will include the Manager Audit and Assurance, Manager Governance and Executive Services, General Counsel, Manager Commercial Governance Partnerships and Manager Strategy and Policy. Council is seeking an innovative and participative leader to contribute to advancing Council's corporate goals. Importantly, the successful applicant will need to be able to demonstrate a commitment to Council's values, development of trusted partnerships, integrity, compassion and a keen sense of understanding of the impacts of the work of this team.



Key Responsibilities

- Provide strategic advice on ethical standards and integrity matters to the executive leadership team and key stakeholders.
- Establish and maintain compliant standards and policies for integrity, conduct and information access arrangements.
- Lead assessments, investigations and measures to foster improved decision-making, address poor conduct and encourage ethical behaviour.
- Oversee interactions with external integrity bodies and manage the portfolio's statutory reporting and compliance activities.

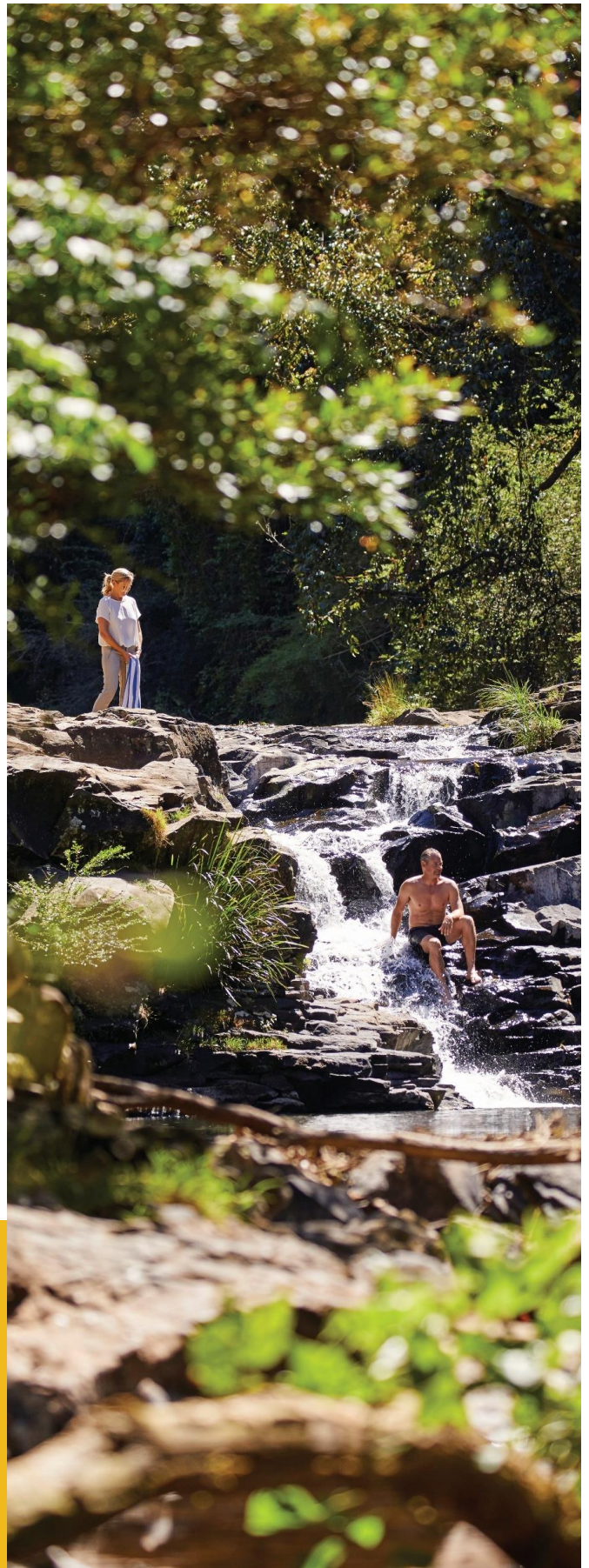
Key Priorities

- Lead the redesign of Council's Administrative Action Complaints and Employee Conduct Complaints policies and procedures to better ensure clarity, performance, compliance and alignment with contemporary practice and expectations.
- Improve Council's management of misconduct and ethical breaches by innovating and implementing a triage system for streamlined handling of employee conduct matters, establishing a central entry point within the organisation.
- Ensure the policy and practice architecture for information access and privacy align with current standards and best practices.

Stakeholder Engagement

Central to this role will be the ability to engage with a broad range of internal and external stakeholders. This will include close collaboration with the CEO, the Group Executive Civic Governance and other members of the Executive Leadership team. Additionally, the Manager Ethical Standards will actively engage with internal stakeholders across the organisation to build trust, confidence and capability.

External stakeholders include the Crime and Corruption Commission, the Office of the Independent Assessor, the Queensland Ombudsman, Queensland Police Service and the Office of the Information Commissioner. A deep understanding of the roles, responsibilities, policy frameworks and expectations of these key integrity agencies will be required.





Workforce Leadership

The Manager Ethical Standards will lead a specialist, skilled and experienced team of four staff who are responsible for the coordination of integrity services, governance and right to information. The successful candidate will be an engaged and decisive leader who provides clear direction and is committed to enhancing the team’s capabilities and building a positive, values-based performance culture.

Operational Performance

This position plays a crucial role in enhancing the organisation’s commitment to ethical standards and integrity in conduct and decision-making.

Personal Attributes

Council is actively seeking a leader who by their nature is an explorer of good governance, is an evidence-based decision maker, is aligned to Council’s values, and is a trusted partner to internal and external stakeholders.

Council values resilience, reliability, a strong sense of personal accountability, objectivity and empathy and respect for Council’s obligations as an employer. Exceptional verbal and written communication skills are crucial for effective influence decision-making on complex and sensitive matters and fostering collaboration among a diverse range of stakeholders. The Manager Ethical Standards will also possess a contemporary and ethical approach to the management of complaints and investigations.



Selection Criteria

- Experience in a similar role managing an organisation's statutory reporting and compliance activities in relation to ethics and integrity. Admission, or eligibility for immediate admission, as a Legal Practitioner of the Supreme Court of Queensland, and enrolment or eligibility for enrolment, to practice in the Federal and High Courts of Australia would be highly regarded.
- Experience providing strategic and technical advice to an executive leadership team and key stakeholders in relation to ethical standards and integrity related matters, particularly in the context of promoting high standards of good governance, decision-making, service standards and responses and values-based employee conduct.
- Proven experience in leading multi-disciplinary high performing teams, overseeing statutory decision-making processes including extensive understanding and experience with the management of confidential and personal information.
- A deep understanding of the roles, responsibilities, policy frameworks and expectations of key integrity agencies including the Crime and Corruption Commission, the Office of the Independent Assessor, the Queensland Ombudsman, Queensland Police Service, and the Office of the Information Commissioner.
- A well-developed track record in fostering and nurturing productive, respectful partnerships in discharging complex, sensitive regulatory functions.



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 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 may include:

- Salary packaging.
- 17.5% loading when taking annual leave.
- Development opportunities through corporate learning and development programs.
- Generous superannuation benefits – up to 12% superannuation in addition to your 6% superannuation contribution.

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.





About the Region

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.

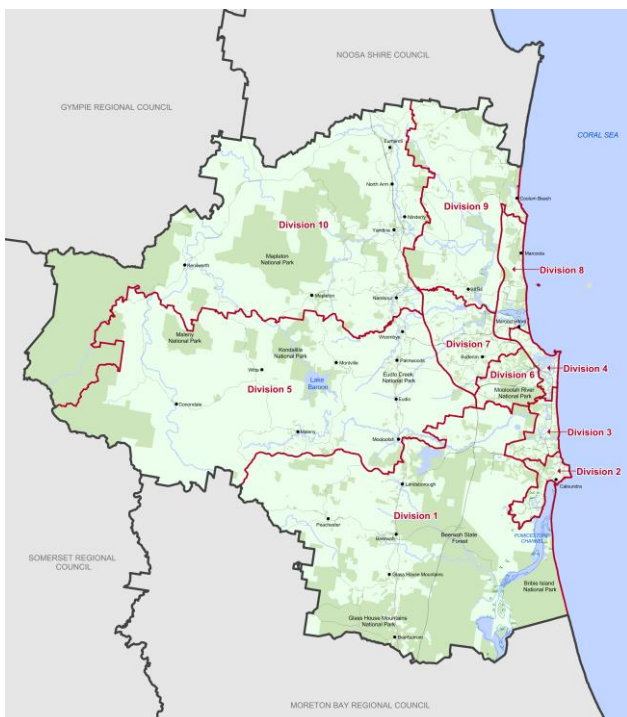
The Sunshine Coast Council is a vibrant hub of opportunity and natural beauty in the heart of south-east Queensland, a short drive north of Brisbane. Spanning over 2,291 square kilometres, the region serves as a major urban and economic centre.

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.

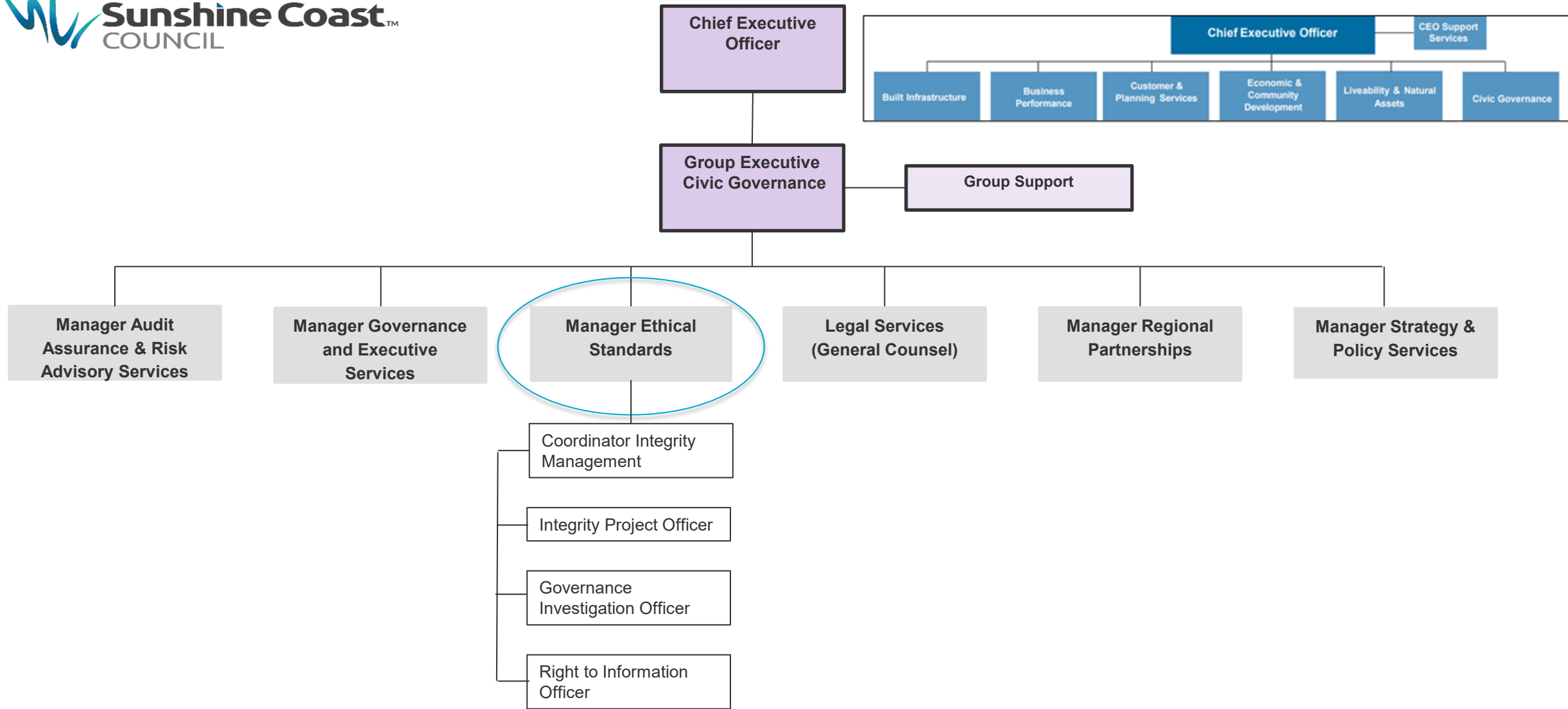
The council plays a crucial role in fostering growth, supporting local businesses, promoting tourism and creating employment opportunities.



Links to Council Information



Organisational Structures





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?

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 managing an organisation's statutory reporting and compliance activities in relation to ethics and integrity. Admission, or eligibility for immediate admission, as a Legal Practitioner of the Supreme Court of Queensland, and enrolment or eligibility for enrolment, to practice in the Federal and High Courts of Australia would be highly regarded.
- Experience providing strategic and technical advice to an executive leadership team and key stakeholders in relation to ethical standards and integrity related matters, particularly in the context of promoting high standards of good governance, decision-making, service standards and responses and values-based employee conduct.
- Proven experience in leading multi-disciplinary high performing teams, overseeing statutory decision-making processes including extensive understanding and experience with the management of confidential and personal information.
- A deep understanding of the roles, responsibilities, policy frameworks and expectations of key integrity agencies including the Crime and Corruption Commission, the Office of the Independent Assessor, the Queensland Ombudsman, Queensland Police Service, and the Office of the Information Commissioner.
- A well-developed track record in fostering and nurturing productive, respectful partnerships in discharging complex, sensitive regulatory functions.



Applications Open

- Week Commencing
Monday 13 November 2023



Applications Close

- 5pm Tuesday 28 November 2023



Initial Assessment

- Week Commencing 27 November 2023



Council Interviews

- Monday 4 December 2023 (TBC)

*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 executive talent consultant with close to 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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ATTACHMENT

Position Description



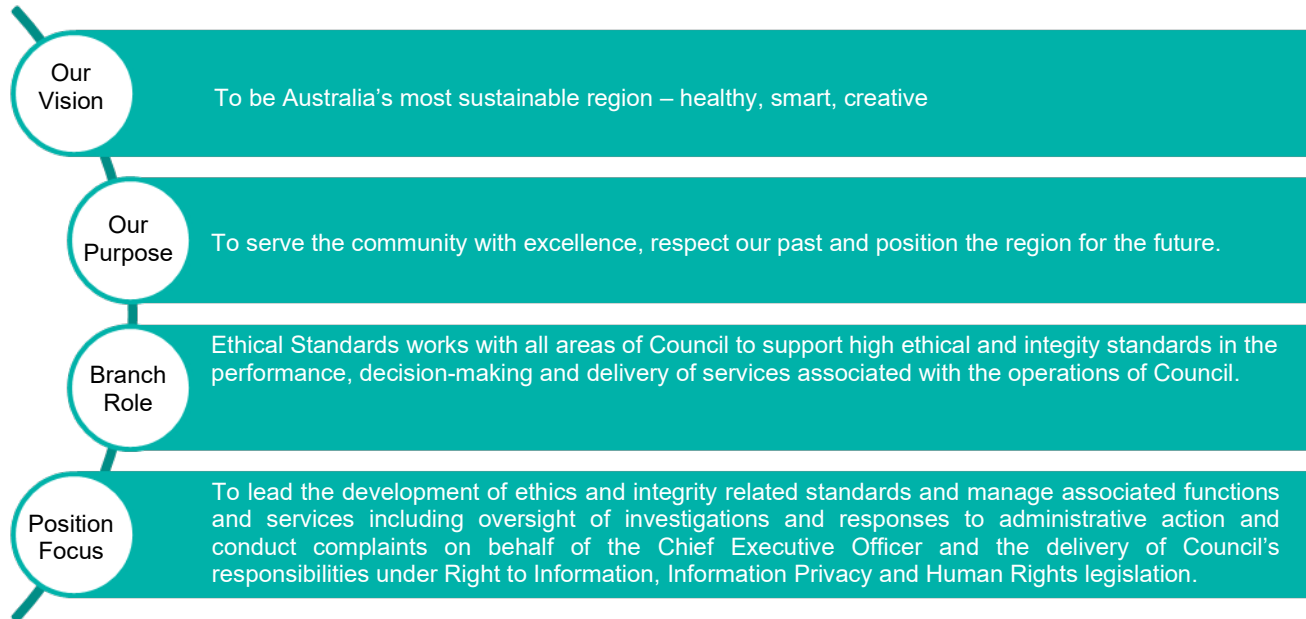
Position Profile

70001071 – Manager Ethical Standards - Civic Governance

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 340,000 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 inclusive and responsive to the needs of our community to deliver positive experiences for our customers.
5. **Our Outstanding Organisation** – Our organisation lives its values and is high performing, sustainable, innovative and community focused, marked by great people, good governance and regional leadership.

Position Summary

Position title	Manager Ethical Standards		
Position number	70001071		
Reports to	Group Executive, Civic Governance		
Position type	Establishment		
Position classification	Contract		
Group	Civic Governance		
Branch	Ethical Standards		
Team	Branch Management		
Employment area	Sunshine Coast	Current Location	Maroochydore
Team leadership/ supervision	Branch Leadership as per assigned functional areas.		
Internal liaison	Chief Executive Officer, Executive Leadership Team, Councillors, Managers and other Council Staff.		
External liaison	Integrity agencies including the Crime and Corruption Commission, the Office of the Independent Assessor, the Ombudsman, Queensland Police Service and the Office of the Information Commissioner; State Government departments; other local governments; members of the community.		
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
Date last reviewed	27 September 2023		

Leadership at Sunshine Coast Council

SCC Leaders role model the performance standards, values, behaviours and attitudes which are integral to inspiring our workplace culture and reputation as an outstanding organisation. The Manager role provides leadership at both an operational and strategic level with particular emphasis in the following areas:

- **Great Leadership** – exemplifying behaviours at personal and organisation levels which engage, motivate and inspire employees to be their best in a modern, diverse and inclusive workforce..
- **Health, Wellbeing and Safety** – managing a safe and healthy work environment as far as reasonably practicable is a priority including preventing risk of psychosocial hazards, harassment, discrimination and exercising a positive duty to prevent sexual harassment, sexism and sex-based discrimination.
- **Quality Relationships** – committing to professional, collaborative relationships built on trust, respect and care across the organisation.
- **Productive Partnerships** – building close and effective working connections with government, customers and business stakeholders that builds trust and confidence in the way Council does business.

- **Customer Service** – leading and supporting service excellence in the delivery of positive experiences for our customers (internal and external) and great services for our community.
- **People, Performance and Capability** – contribute to organisational performance by providing a line of sight of team contributions to corporate objectives, building employee capability and performance that contributes to Council's goals and better outcomes for the region and its many, diverse communities.
- **Key assignments** – demonstrate leadership excellence through the quality delivery of projects, services and corporate responsibilities.

Key Responsibilities

- Provide strategic and technical advice to the Chief Executive Officer, Group Executives, Councillors, staff and other key stakeholders in relation to ethical standards and integrity related matters, particularly in the context of promoting high standards of good governance, decision-making, service standards and responses and values based employee conduct.
- Establish, maintain and promote contemporary, responsive and statutorily compliant standards, policies and systems for the management of administrative action, Councillor and employee conduct, human rights, right to information and information privacy issues and complaints - including management of customised performance measurement and monitoring frameworks and reporting mechanisms to the Executive Leadership Team, Chief Executive Officer and the Audit Committee.
- Work with teams and groups across Council as part of a regularised education process to build understanding and awareness of best practice management of ethics and integrity related issues and the associated impacts of such challenges on the development and performance of our people, our teams and the performance and reputation of the organisation.
- Lead and oversee the assessment and investigation of administrative action and serious conduct matters, including developing and maintaining appropriate, efficient and responsive service models for triaging complaints, managing referrals and the conduct and review of investigations.
- Oversee Council's information access service regimes under the *Right to Information Act 2009* and the *Information Privacy Act 2009*.
- Provide advice on, and guide the determination of, measures and actions to reduce instances of fraud, maladministration and corrupt conduct.
- Monitor and report to the Chief Executive Officer on the implementation and compliance with the outcomes of the investigations of administrative action and conduct related complaints and the implementation of any recommendations and findings from external integrity agencies.
- Discharge the role of principal liaison/contact officer/coordinator for Council's interface with external integrity bodies including the Crime and Corruption Commission, the Office of the Independent Assessor, the Queensland Ombudsman, Queensland Police Service and the Office of the Information Commissioner.
- Manage Council's statutory reporting and compliance activities in relation to ethics and integrity requirements under the *Local Government Act 2009*, *Crime and Corruption Act 2001*, *Public Interest Disclosure Act 2010*, *Human Rights Act 2019*, *Right to Information Act 2009*, *Information Privacy Act 2009* and such other legislation as may be determined from time to time.
- Maintain a contemporary and informed understanding of new developments in legislation, policy and practices associated with the management and leadership of ethical behaviour and integrity related issues and services – and in so doing, actively contribute to shaping and refining the corporate governance framework and corporate culture of Council.
- Lead, nurture and support the Ethical Standards team in a values based manner, which instils faith and confidence, encourages learning and curiosity, enables team members to be their best and supports each person in a highly complex and sensitive operating environment.
- Develop and maintain productive, professional relationships with key external stakeholders to obtain best possible outcomes and reinforce the reputation of Council as an exemplar in good governance.
- Maintain accurate and comprehensive records of all ethics and integrity related activities and investigations in a manner that ensures compliance with Council's statutory obligations.
- Such other responsibilities as may be required by the Group Executive, Civic Governance and the Chief Executive Officer from time to time, commensurate with the breadth of responsibilities of the role.

Key Requirements

Mandatory Requirements / Experience

- Relevant tertiary qualifications coupled with extensive experience in leading and managing ethical standards (including complaints management and integrity related statutory compliance responsibilities), ideally in a local government context.
- Comprehensive understanding of administrative law principles, practices and precedents in relation to the applicable ethics, integrity and information access regimes.
- Demonstrated extensive and successful understanding and experience in the provision of advice and the management of integrity obligations under the *Local Government Act 2009*, *Crime and Corruption Act 2001*, *Public Interest Disclosure Act 2010* and the *Human Rights Act 2019*.
- Proven experience in leading multi-disciplinary high performing teams, overseeing statutory decision making processes including extensive understanding and experience with the management of confidential and personal information.
- A deep understanding of the roles, responsibilities, policy frameworks and expectations of key integrity agencies including the Crime and Corruption Commission, the Office of the Independent Assessor, the Queensland Ombudsman, Queensland Police Service and the Office of the Information Commissioner.
- Exceptional levels of diplomacy, tact, integrity, objectivity and fairness – anchored in a values centric approach to engaging with people in highly emotive, complex and challenging circumstances.
- Strong and successfully demonstrated analytical, problem-solving and interrogative research skills, with the ability to investigate and resolve complex issues.
- Exceptional written and oral communication and interpersonal skills including the ability to prepare and oversee the delivery of comprehensive, evidence based and coherent reports and submissions and the ability to work collaboratively with internal and external stakeholders, build trust, respect, confidence and strong relationships;
- Demonstrated ability to manage multiple competing priorities and work under pressure to meet conflicting deadlines.
- A commitment to continuous improvement and personal development.
- Current “C” class Driver’s Licence.

Highly Desirable Requirements

- Although not essential to the successful performance of this role, admission, or eligibility for immediate admission, as a Legal Practitioner of the Supreme Court of Queensland, and enrolment or eligibility for enrolment, to practice in the Federal and High Courts of Australia would be highly regarded .
- Relevant post graduate qualifications.

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.