

APPLICANT PACK

Director Corporate & Community Services

Burdekin Shire Council









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We respectfully acknowledge the Traditional Owners, the Bindal and Juru 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

Situated on the doorstep of the magnificent Great Barrier Reef, the Burdekin Shire presents an exquisite blend of untouched natural splendour and a thriving rural community. Positioned just a short one-hour drive south of Townsville, the Burdekin region is renowned for its abundant sunshine, fertile agricultural land and ample water resources. It is one of the most beautiful districts along the Queensland coast with unspoilt beaches and spectacular wetlands and is home to approximately 18,000 people. Burdekin Shire Council has a workforce of approximately 280 staff and is committed to their vision of creating a prosperous, connected and inclusive community built on the Shire's strong rural foundations.

Position Overview

Burdekin Shire Council is seeking an experienced and highly engaged Director Corporate and Community Services to provide strategic and operational leadership across key areas of Council's services and community initiatives.

Reporting to the newly appointed Chief Executive Officer, you will lead a diverse team responsible for delivering critical services that support the well-being and development of the Burdekin community. This is a unique opportunity for an experienced Director who is eager to join a newly formed leadership team and make a significant impact in a vibrant and close-knit community.

The Director Corporate and Community Services is responsible for leading the areas of Client Services, Financial and Administrative Services, Community Services and Corporate Governance. Your leadership will ensure that Council's vision and values are upheld while driving the successful implementation of strategic goals and fostering a culture of excellence in service delivery.



Organisational Contribution

The Director Corporate and Community Services will be a key member of the Leadership Team, reporting directly to the CEO and working alongside the Director Infrastructure, Planning and Environmental Services. Council is seeking a dynamic and participative leader who will contribute significantly to achieving the Council's organisational goals.

Under the progressive leadership of the newly appointed CEO, Matthew Magin, Burdekin Shire Council is committed to continuing its legacy as a stable, values-led organisation. The successful applicant will demonstrate a deep commitment to Council's values and serve as an exemplar of leadership behaviours that foster trusted partnerships, integrity, curiosity and compassion throughout the organisation and the community.

Key Responsibilities

- Provide strategic leadership and operational management across Client Services, Financial and Administrative Services, Community Services and Corporate Governance.
- Ensure effective financial management practices and support long-term financial sustainability.
- Manage key internal and external relationships, ensuring clear communication with the CEO, Councillors and the community.
- Foster a culture of excellence in customer service and responsiveness.
- Oversee the development, implementation and review of Council's Corporate, Operational, and Asset Management Plans.
- Lead and motivate a strong, cohesive team, promoting a positive organisational culture and effective teamwork.

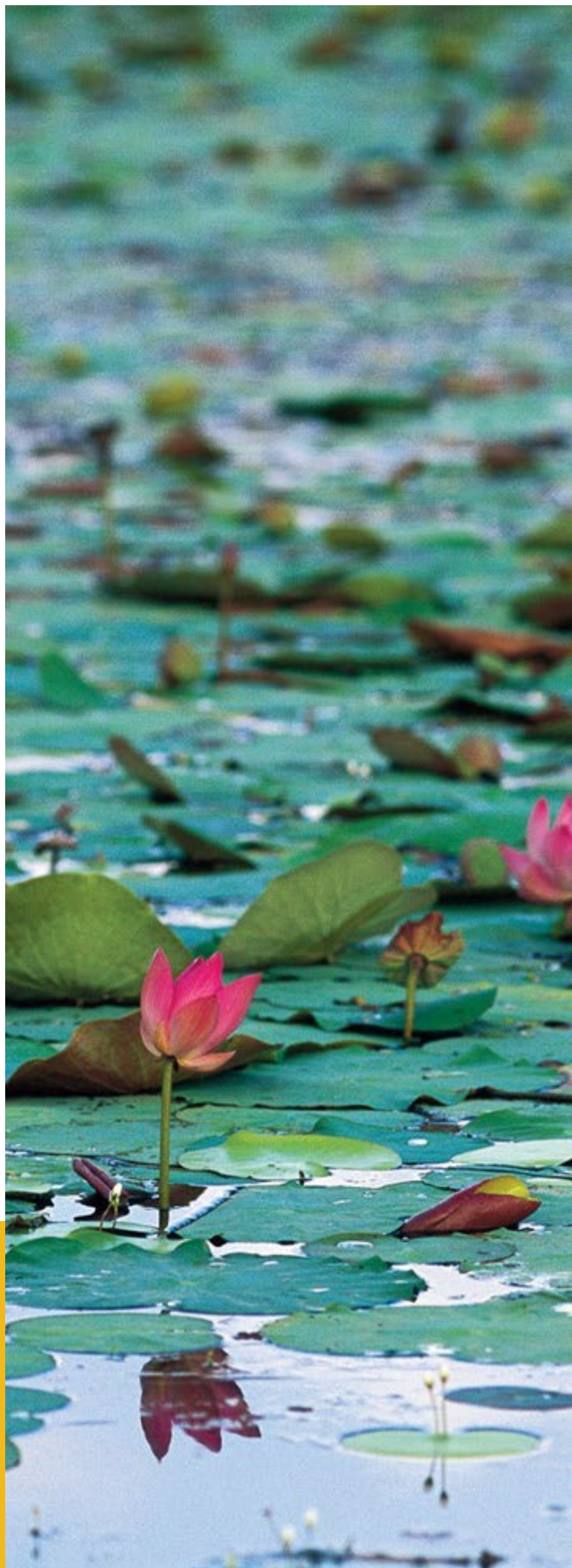
Key Opportunities

- **Leadership Transition:** With a newly appointed CEO and the opportunity to join a newly formed leadership team, the Director has the opportunity to influence Council's strategic direction and operational effectiveness.
- **Cultural Enhancement:** The Director can build on the existing positive culture within the organisation by being visible and accessible to managers and coordinators, fostering a collaborative and supportive environment.
- **Community Engagement:** There is an opportunity to strengthen community engagement, particularly in addressing concerns raised by the community about rates and planning. The Director can play a key role in rebuilding trust and satisfaction with Council services.
- **Economic Development:** The Director has the opportunity to contribute to the Council's goals of becoming an employer of choice and driving economic development within the community, attracting new talent and residents to the Burdekin Shire.



Key Challenges

- **Financial Sustainability:** Ensuring long-term financial sustainability while integrating asset management plans with financial forecasting is crucial. The Director will need to address the complexities of linking these plans to 10-year projections and maintaining fiscal discipline.
- **Customer Service Focus:** The Director will be challenged to enhance the customer service culture, ensuring that the community's concerns, particularly around rates and planning, are effectively addressed.
- **Workforce Development:** Addressing gaps, supporting ongoing professional development and succession planning will be key challenges. This includes implementing the workforce plan that has been developed but not yet adopted by Council.
- **Governance and Delegation:** Streamlining governance functions.





Special Projects

- **Workforce Planning and Development:** The Director will drive the implementation of the Council’s workforce plan, focusing on succession planning, talent attraction and retention to build a resilient and capable workforce.
- **Financial Management Integration:** Leading efforts to improve the integration of asset management plans with financial systems, the Director will ensure that long-term financial planning is robust and aligned with Council strategies.
- **Customer Service Enhancement:** The Director will spearhead projects aimed at improving the customer service framework, ensuring that community concerns are addressed and fostering a culture of excellence.
- **Governance Streamlining:** The Director will oversee the streamlining of governance functions, ensuring that processes are efficient, appropriately delegated and aligned with the Council’s strategic goals.
- **Community Engagement and Development:** The Director will lead initiatives to enhance community engagement, including the development and delivery of partnerships and events that meet the needs of Burdekin Shire residents, ensuring ongoing community satisfaction with Council services.

These special projects are integral to the organisation’s broader objectives of financial stability, community satisfaction and operational excellence. The Director will play a pivotal role in leading these initiatives to successful completion.

Stakeholder Engagement

Engaging with stakeholders, particularly community groups, local businesses and regional organisations, is a critical aspect of the Director Corporate and Community Services role. It requires exceptional communication and leadership skills to ensure Council's strategic goals are met effectively. This role demands a proactive approach to managing external relationships, with a focus on influencing a broad range of stakeholders and collaborating closely with the CEO and the Director Infrastructure, Planning and Environmental Services.

Given the close-knit nature of the Burdekin community, frequent interaction with councillors and community members is expected, making it essential to understand and navigate the dynamics of local issues and concerns. This is a critical appointment for the Council, requiring a leader who can drive performance, inspire trust and maintain accountability within the team while effectively managing these complex stakeholder dynamics.

Workforce Leadership

Leading the Corporate and Community Services Directorate, a team of approximately 80 staff, requires a leader who can effectively manage diverse functions while fostering a positive workplace culture. The leader must possess strong expertise in areas such as financial management, community engagement and governance to guide the team in delivering high-quality services that meet the needs of the Burdekin Shire community.

Equally important is the ability to address cultural challenges, improve staff morale and create an inclusive and accountable environment. By combining strategic proficiency with strong people management and clear communication, the leader can guide the team to achieve high performance outcomes and align with Council's strategic objectives.

Personal Attributes

The ideal candidate for the Director Corporate and Community Services will be a dynamic and participative leader who excels in mentoring and developing diverse teams. This leader should embody the Council's core values of integrity, collaboration, community focus and excellence. They will foster trust as a reliable partner to both internal and external stakeholders, ensuring the effective delivery of key services while enhancing the workplace culture. The successful candidate will demonstrate a commitment to transparency and fairness, creating a supportive environment that encourages growth and professional development. Exceptional verbal and written communication skills are essential for influencing and collaborating with a wide range of stakeholders, including community members, councillors and regional partners.



Qualifications, Skills & Attributes

We're seeking a highly capable Director who can build strong relationships and mentor team members to achieve their full potential.

- Experience in a similar role leading a corporate and community services directorate, preferably within public service.
- Significant experience in the development, implementation and oversight of strategic and operational plans, including the development and delivery of financial efficiencies and oversight of budgets and financial planning processes.
- Demonstrated ability to build and maintain effective working relationships with a wide range of internal and external stakeholders, including the CEO, Councillors, community members and other government entities, to ensure effective communication and collaboration.
- Experience in the development and implementation of strategies focused on responsive community service delivery, change management and the use of technology to enhance service delivery.
- Proven ability to effectively lead and develop a multidisciplinary professional team and foster a positive organisational culture aligned with Council's vision, mission and strategy.
- Highly developed written and verbal communication skills, with the ability to clearly and effectively convey complex information and provide professional advice on policy, legislative compliance and strategic direction to the CEO, Councillors and other key stakeholders.
- Tertiary qualifications in Accounting, Finance, Business or Management.



Salary Package Information

This is an ideal time to join Burdekin Shire Council, living and working in an idyllic location with great lifestyle benefits.

Some of the benefits of working with Burdekin Shire Council may include:

- Generous Base Salary including vehicle allowance.
- Salary packaging.
- Development opportunities through corporate learning and development programs.
- Discounted health related memberships.
- 12% superannuation.

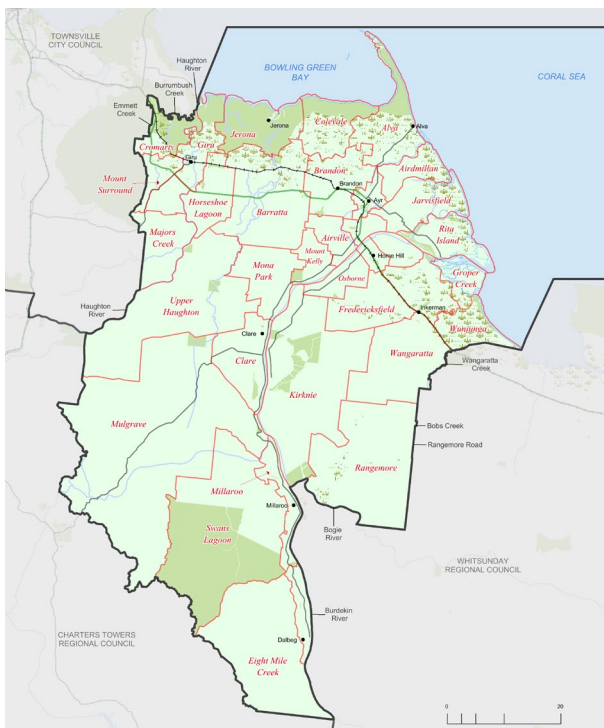


About Council

The Burdekin region is known as the “Sugar Capital of Australia”. The Burdekin region encompasses the area around the Burdekin River and includes towns such as Ayr, Home Hill and Giru.

The Council's primary responsibility is to govern and provide services to the 18,000 residents of the Burdekin Shire, which encompasses an area of approximately 5,050 square kilometers. The shire is situated about 90 kilometers south of Townsville, a major city in Queensland. Burdekin is bordered by the Coral Sea to the east and the Great Dividing Range to the west.

The Burdekin Shire Council is known for its abundant sunshine, rich agriculture and water resources. The district is drought-resistant due to the Burdekin River, underground aquifer and Burdekin Falls Dam. In addition to agriculture, the area has strong horticultural, aquaculture and manufacturing industries. Tourism development is a focus for the council, aiming to attract visitors and create job opportunities. With pristine beaches, adventure sports, fishing and cultural attractions, the Burdekin offers a range of activities for visitors to enjoy.



Links to Council Information





The Burdekin region is known for several notable features and attributes:

- **Agriculture:** The Burdekin is renowned as one of Australia's richest agricultural regions. Its fertile soils, ample water supply from the Burdekin River, underground aquifer and the Burdekin Falls Dam contribute to the successful cultivation of sugarcane, vegetables and other crops.
- **Water Resources:** The Burdekin River, along with the vast underground aquifer and the Burdekin Falls Dam, make the region relatively drought-resistant.
- **Solar Irradiation:** The Burdekin is recognised for its high levels of solar irradiation, making it an ideal location for solar energy projects.
- **Pristine Beaches:** The Burdekin boasts over 30 kilometers of unspoiled beaches that offer opportunities for various activities such as swimming, walking, picnicking, kiteboarding and fishing.

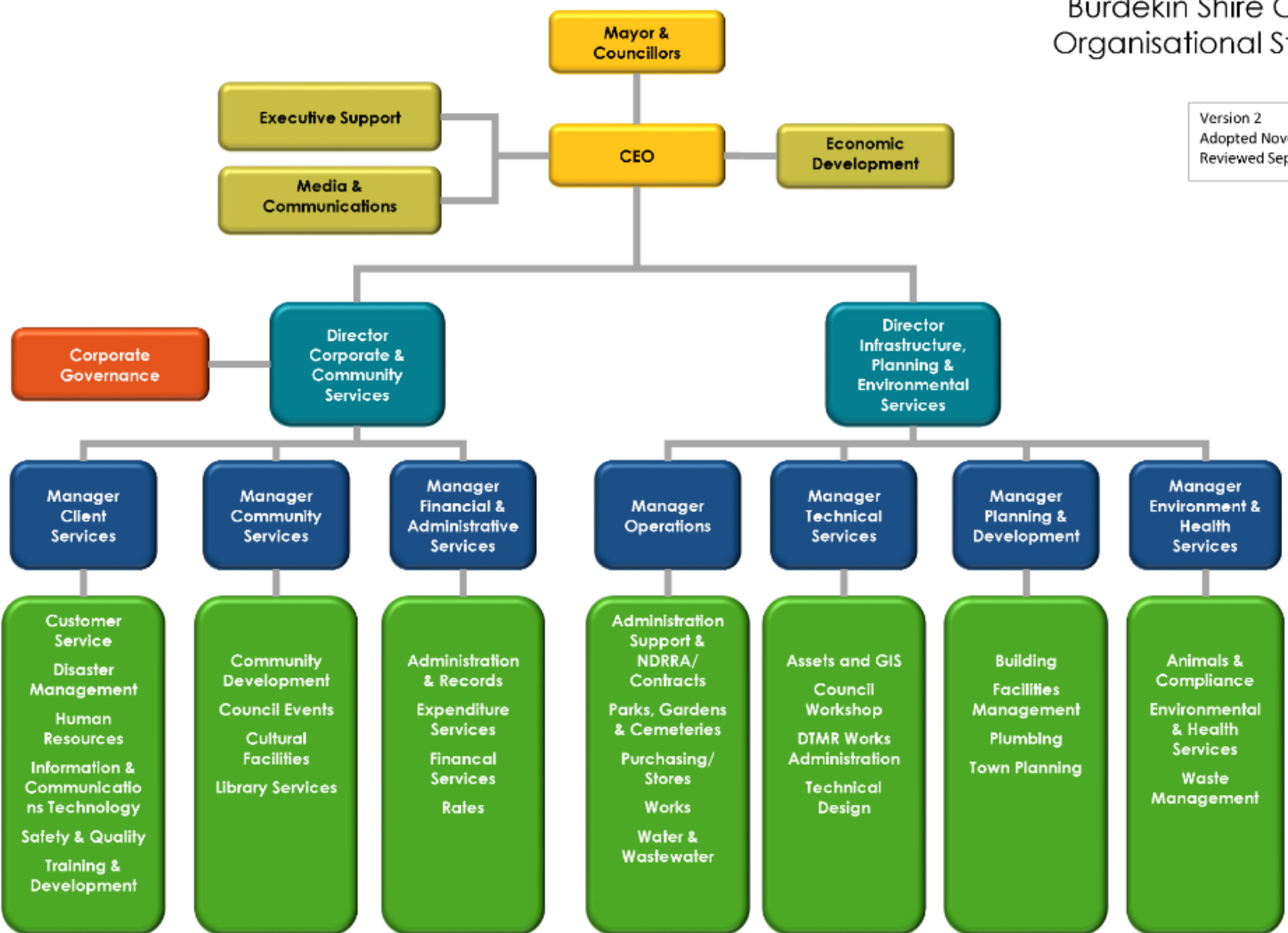
Some of the notable landmarks in the Burdekin include:

- **Burdekin Bridge:** The Burdekin Bridge, also known as the Silver Link, is an iconic landmark in the region. It is one of the longest multi-span, prestressed concrete bridges in Australia, spanning the Burdekin River and connecting the towns of Ayr and Home Hill.
- **Burdekin Theatre:** The Burdekin Theatre is a cultural and entertainment center located in Ayr. It hosts a range of performances, including live theater, music concerts, dance shows and other events.
- **Burdekin Water Tower:** The Burdekin Water Tower is a distinctive landmark in Ayr, featuring vibrant murals painted on its exterior.
- **Plantation Park:** Plantation Park is a popular recreational area in Ayr, offering beautifully landscaped gardens, picnic spots and playgrounds.
- **Burdekin Sugar Cane Railway:** The Burdekin Sugar Cane Railway is a unique attraction that operates vintage steam and diesel locomotives, offering visitors a scenic tour through sugar cane fields and a glimpse into the region's sugar cane industry.

Organisational Structure

Burdekin Shire Council
Organisational Structure

Version 2
Adopted November 2017
Reviewed September 2023





Living in the Region



Housing

The Burdekin region offers a variety of housing options to accommodate different preferences and budgets. Some of the housing options available include houses, apartments, rural properties, retirement villages and vacant land for building.



Educational Facilities

The Burdekin region offers a range of educational facilities to cater to the needs of its residents. These include both public and private primary and secondary schools and distance education. The Burdekin region is served by TAFE Queensland, a vocational education and training provider.



Healthcare

Hospitals available in the Burdekin region include Ayr and Home Hill Hospitals. There are several general practitioner clinics located throughout the region, along with various allied health services available, including physiotherapy, occupational therapy, speech therapy, dietetics, and mental health services. The region has aged care facilities that provide residential care and support services for older adults requiring assistance with daily activities and specialised care.



Living in the Region



Shopping & Dining

The region offers various shopping and dining facilities, including Ayr Central and Home Hill Shopping Centres, retail precincts with fashion boutiques, homewares, electronics and more. Regular markets are held where you can find fresh produce, local crafts, homemade goods and other unique products. A diverse range of cuisines are available from take-away and casual dining to fine dining.



Sports & Recreation

The region boasts a wide variety of leisure and recreational activities throughout including football, netball, rugby union and tennis. If you prefer more leisurely pursuits and getting outdoors the region is a haven for exploring local parks and reserves.



Getting Around

The Bruce Highway (A1) passes through the region, providing a major arterial route connecting the area to nearby towns and cities. The public bus service connects different towns and provides transport options for commuting and travel within the region. The nearest major airport is Townsville Airport, located approximately 1 hour's drive north. Townsville Airport offers domestic flights to various destinations across Australia.

Burdekin Insights



Recruitment Process



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 leading a corporate and community services directorate, preferably within public service.
- Significant experience in the development, implementation and oversight of strategic and operational plans, including the development and delivery of financial efficiencies and oversight of budgets and financial planning processes.
- Demonstrated ability to build and maintain effective working relationships with a wide range of internal and external stakeholders, including the CEO, Councillors, community members and other government entities, to ensure effective communication and collaboration.
- Experience in the development and implementation of strategies focused on responsive community service delivery, change management and the use of technology to enhance service delivery.
- Proven ability to effectively lead and develop a multidisciplinary professional team and foster a positive organisational culture aligned with Council's vision, mission and strategy.
- Highly developed written and verbal communication skills, with the ability to clearly and effectively convey complex information and provide professional advice on policy, legislative compliance and strategic direction to the CEO, Councillors and other key stakeholders.
- Tertiary qualifications in Accounting, Finance, Business or Management.



Applications Open

- Week Commencing
Monday 26 August 2024



Applications Close

- 5pm Monday 16 September 2024



Initial Assessment

- Week Commencing 16 September 2024



Council Interviews

- Week Commencing 30 September 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 candidates, and will arrange interviews with Council's interview panel, depending on candidate and Council staff availability.

The Council may require their preferred candidates to undergo psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following selection of a preferred candidate the council may require a number of 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 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. But 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 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 Number	20001
Classification	Contract
Reports To	Chief Executive Officer (CEO)
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

The Director Corporate and Community Services is responsible for strategically leading and managing the employees and operations of the Council's Corporate and Community Services Department in accordance with Council's Visions and Values, statutory and regulatory requirements and strategic objectives. The position is required to lead and develop a highly motivated professional team in the areas of:

- Client Services
- Financial and Administrative Services
- Community Services
- Corporate Governance

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Managing Council Relationships

- Promote and build collaborative working relationships both within and external to Council, ensuring effective communication between the CEO, Councillors, the organisation and the community.
- Attend Council meetings and workshops to provide professional advice relating to the Department's functions and responsibilities.
- Identify emerging trends and issues, providing the CEO and Council with appropriate policy advice and decision-making support.
- Ensure Council's resolutions, policies and decisions are effectively implemented.

Strategic Organisation and Operations Management

- Provide quality management and advice on the development and implementation of policy to the Mayor, Councillors and CEO.
- Provide leadership and strategic direction to the Corporate and Community Services Department ensuring that systems and structures are in place to effectively monitor and deliver high levels of performance and the achievement of Council objectives.

Director Corporate and Community Services

- Assist in the development, maintenance, implementation and review of Council's Corporate, Operational and Asset Management Plans, ensuring that corporate performance is continually evaluated; performance standards met, and strategic opportunities are identified.
- Demonstrate a commitment to customer service excellence ensuring that a strong service ethic is built throughout the organisation.
- Support the development and implementation of an Enterprise Risk Management (ERM) framework across the organisation.

Financial Management

- Initiate, develop and implement sound financial practices for the long-term benefit of the Shire.
- Manage the Corporate and Community Service Department's financial and physical resources in a financially sustainable way.
- Oversee the preparation and monitoring of Departmental budgets including approval of proposed budgets prepared by the Managers reporting to the position.
- Ensure effective management systems and practices are in place to manage and monitor the department's financial performance, achieve Council's financial objectives and meet all statutory obligations.
- Provide reports to the CEO and Council that advise on the financial implications of policy determinations and contribute to informed Council decision making.
- Ensure that appropriate financial planning processes are in place that contribute to the long-term financial sustainability of Council including integration of asset management plans into financial management system.
- Be responsible for preparation of Council's financial statements and reporting to Council and Department of Local Government according to legislative requirements.
- Establish fees and charges according to Council's pricing policies.

Human Resource Management

- Ensure staff in the department are managed in accordance with legislative and best practice principles including the principles of merit and equity.
- Develop and maintain positive work relations, promote teamwork and a 'People First' organisational culture.
- Provide oversight to the EBA and Award related negotiations, and their relationship with Human Resources processes.
- Lead and build a strong management team, inspiring good working relations and a climate of trust, confidence and teamwork.
- Ensure human resource management plans, systems, procedures and programs are developed and implemented.
- Oversee Council's work health and safety functions and ensure effective performance of the health and safety management system.

Client Relations Management

- Facilitate the ongoing development of a customer service culture in the organisation that is grounded in a customer service excellence charter.
- Effectively communicate and promote Council's policies to the community.
- Establish and maintain effective community participation and consultation processes, ensuring that feedback is sought, and incorporated into advice to Council.

Governance

- Provide advice to the CEO and Councillors on applicable legislation, regulations, existing and proposed policies.
- Formulate policy and undertake ongoing evaluation of existing policies and procedures to ensure that they meet current requirements.
- Actively communicate/network with industry peers, agencies and community groups.

Community Services

- Ensure the planning, development, delivery and ongoing review of community partnerships and events that meet identified needs of residents within the Burdekin Shire and encourage local creativity.
- Oversee the provision of quality services by the Community Development, Library Services and Cultural Facilities sections of the Department.

All aspects of this position will be performed by the incumbent to:

- satisfy all relevant statutory obligations;
- satisfy public sector ethical standards, and Burdekin Shire Council's Code of Conduct and stated values;
- contribute to and support achievement of the Council's Strategic Planning initiatives and the Corporate Plan;
- align with authorized Council delegations, policies, guidelines and procedures.

Position Requirements

Knowledge

- Extensive knowledge of the Queensland Local Government Act 2009 and the Queensland Local Government Regulations 2012.
- Extensive knowledge of the current political, legal, social and economic issues in a Local Government context.
- Extensive knowledge of the principles of effective financial and economic management in Local Government.
- Extensive knowledge of Strategic Management practices and implementation processes.
- Knowledge of change management principles and implementation practices.
- Knowledge of performance management principles.
- Knowledge of the Industrial Relations framework applicable to Local Government.
- Knowledge of the Information Privacy Act 2009 and Right to Information Act 2009.

Skills

- Advanced organisational management and change management skills.
- Advanced decision making, time management and prioritisation skills.
- Advanced written and verbal communication and numerical skills.
- Well-developed project management skills.
- Well-developed analytical, critical thinking and problem-solving skills.

- Well-developed policy development skills.
- Demonstrated people leadership and interpersonal skills.
- Demonstrated negotiation and dispute resolution skills.
- Computer literacy skills.

Abilities

- Demonstrated ability to adapt leadership style to develop and grow a performance-based culture within a diverse department.
- Ability to provide high level and quality advice to Council including policy development and decision-making support.
- Ability to develop and maintain effective strategic alliances and inter-government networks.
- Ability to provide mentoring support, performance feedback and professional development opportunities for managers and senior officers.
- Ability to motivate, encourage and interact with the employees of the Burdekin Shire Council and disseminate information within this diverse workforce.
- Ability to engage with the diverse members of the Burdekin community and respond to community issues with sensitivity.
- Ability to effectively engage with relevant external stakeholders.

Other Requirements

- Personal characteristics of honesty, integrity, commitment, motivation, enthusiasm, reliability, adaptability, and the ability to manage multiple tasks and deal with pressure.

Experience and Qualifications

- Extensive experience and demonstrated performance at an executive management level within a demanding environment and diverse organisation.
- Tertiary qualifications in Accounting, Finance, Business or Management.
- Significant experience in the successful implementation of strategic and operational plans which have achieved the specific objectives.
- High level financial management experience gained from previous senior executive appointments including the identification, development and delivery of financial efficiencies.
- Experience in the development and implementation of strategies focussed on responsive community service delivery; the use of technology; and communications and marketing of services.
- Experience in the oversight of contemporary human resources and cultural change management programs designed to maximise organisational effectiveness.
- Class C driver's licence.

Organisational Relationships

- Works under broad direction.
- Manages a department including a number of sections.

Extent of Authority

- Authority to implement and initiate change in area of responsibility within organisational goals and constraints.

- Exercises control of organisational elements, accountable for the quality, effectiveness, cost and timeliness of programs/projects under their control.
- Exercise delegated authority as determined by the CEO.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.
- Set the goals and parameters.
- Identify major issues.
- Ensure that all team members know the goals, parameters, and major issues.
- Facilitate input by team members.
- Make timely decisions.
- Assign tasks.
- Coach team members.
- Ensure that the team monitors progress, analyses results, and make appropriate changes.
- Establish and maintain an effective team environment.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customers' expectations and base the service on this knowledge.
- When appropriate, treat major customers like business partners in designing Council's services.
- Develop and implement strategies to coach and train colleagues and teams to improve customer service.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.
- Actively listen.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of written and verbal communication.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.
- Monitor implementation of strategies for improving quality and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of work.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to reduce adverse environmental impacts.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.
- Develop and implement strategies to coach and train colleagues and teams to improve work health and safety.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.
- Analyse and improve efficiency in the workplace.
- Develop and implement strategies to coach and train colleagues and teams to improve workplace efficiency.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to

Director Corporate and Community Services

participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.

2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.