



# Position Description

## General Manager Community Liveability



## Overview of the Organisation

Located in the centre of Gippsland, Latrobe City is a diverse and evolving regional city in Eastern Victoria with a population of over 78,000.

Latrobe City Council provides a wide range of high-quality services and facilities to our community including libraries, family health hubs, early learning and childcare centres, depots, leisure facilities and creative venues located across the four major towns of Moe, Morwell, Traralgon and Churchill and surrounding townships.

Delivering initiatives and outcomes that support our economy, the sustainability of the city, inclusive health and wellbeing planning, and good governance and service planning are pillars of our strategic direction.

## Our Values



### Innovative

We make changes to add value



### Collaborative

We are connected and supported



### Accountable

We take responsibility



### Trustworthy

We respect, and value relationships

## Success at Latrobe City Council

We understand that our people are our most important asset. We are committed to attracting and retaining the very best to support our Council Plan and Community Vision of a vibrant, thriving, healthy, connected and welcoming regional community where everyone feels safe and involved.

We are dedicated to fostering a workplace culture where our people:

- Feel engaged, empowered and valued in the work they do.
- Learn, grow and are supported to achieve their goals.
- Live our values of Innovation, Accountability, Collaboration and Trust (IACT).

## Commitment to Child Safety

Latrobe City Council has zero tolerance towards child abuse of any form and is committed to creating and maintaining a child safe organisation where all children and young people are valued and protected from abuse, harm and neglect. Council employees, contractors and volunteers are responsible for creating an environment where children and young people feel empowered, respected and included.

## Diversity and Inclusion

Latrobe City Council is committed to creating and maintaining a workforce where respectful diversity and inclusion practices are embedded. Council values the diverse life experiences and perspectives of our people regardless of age, gender, ethnicity, religion, cultural background, disability, or sexuality.

## General Manager Community Liveability

<b>Division</b>	Community Liveability		
<b>Department</b>	Community Liveability		
<b>Position number</b>	100114	<b>Classification</b>	Senior Officer

### Organisational Relationship

<b>Reports to</b>	Chief Executive Officer
<b>Supervises</b>	Manager Active and Connected Communities Manager Creative Venues and Libraries Manager Family Services Manager Safe Communities Executive Assistant Community Liveability
<b>External relationships</b>	Community members and groups, consultants, contractors, state and federal government agencies, industry, business groups

### Mandatory Requirements

- A current Police Records Check.
- A current Working with Children Check.
- A current Victorian Drivers Licence.

### Position Objectives

- Responsible for the overall management of the Community Liveability division to ensure the organisation contributes to the Latrobe City 2035 Community Vision.
- Responsible for the operations of the Active and Connected Communities, Creative Venues and Libraries, Family Services and Safe Communities business units.
- Lead continual improvement of services and delivery through ongoing review of business processes within areas of corporate responsibility and demonstrated leadership in people management and development.
- Provide leadership and encourage innovation.
- Ensure the effective implementation of the Best Value Framework within the Division.

### Key Responsibility Areas

<b>A</b>	<b>Accountability and Extent of Authority</b>
	<ul style="list-style-type: none"><li>• Responsibility for the overall management of Council's Community Liveability Division.</li><li>• Develop long term strategies in the areas of responsibility and for meeting corporate goals and objectives.</li><li>• Develop, implement and achieve key outcomes set by business plans and performance indicators.</li></ul>

	<ul style="list-style-type: none"> <li>• Freedom to act is substantial but limited by agreement with the Chief Executive Officer to the areas nominated by legislation, Council policies and corporate goals.</li> <li>• Ensure compliance with organisational Policies and Procedures including Council's Code of Conduct and Child Safe Code of Conduct.</li> </ul> <p><b>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the strategic direction of the organisation to align and be consistent with the Latrobe City 2035 Community Vision, and the Council Plan 2025-2029.</li> <li>• Provide a clear link between strategy and the organisation through the alignment of people and allocation of resources to support delivery of the 2035 strategic objectives.</li> <li>• Gain the support of and effectively shape the opinions of senior leaders, key stakeholders and employees to assist in the achievement of organisational objectives and priorities.</li> <li>• Use creativity to actively seek out and to recognise opportunities for improvement.</li> <li>• Support the pursuit of innovation in others by providing creative space and removing barriers to new ways of doing things.</li> <li>• Develop an integrated approach to the provision of Community Liveability services to ensure the delivery of organisational goals.</li> <li>• Design, develop, implement and report on business and project management plans.</li> <li>• Manage projects on time and within budget.</li> </ul>
<b>B</b>	<p><b>Judgement and Decision Making</b></p> <ul style="list-style-type: none"> <li>• Solve complex problems in a demanding operating environment and contribute to policy development for the Division and Council.</li> <li>• Make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.</li> <li>• Make decisions at a strategic level in line with corporate goals and objectives.</li> <li>• Identify, evaluate and solve issues, such as governance improvements, through the development of policy options for consideration by Council.</li> <li>• Allocate resources with sound judgement to achieve both divisional objectives and corporate responsibilities.</li> <li>• Actively seek opportunities for improvements in process and performance.</li> <li>• Utilise sound financial management practices to maximise capital and operational deliverables while staying within budget.</li> <li>• Monitor and report regularly on financial and business plan performance and ensure full statutory, regulatory and policy compliance in all areas of responsibility.</li> <li>• Develop a sound understanding of the organisation's key policies and ensure effective alignment of all operational policies.</li> <li>• Utilise appropriate methods and messages to market both services and performance internally and where appropriate externally.</li> <li>• Make well informed, properly considered, timely decisions and recommendations.</li> </ul>

<b>C</b>	<p><b>Specialist Skills and Knowledge</b></p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• A record of proven high performance and professional knowledge in managing Community Liveability or similar services.</li> <li>• Extensive and diverse experience with relevant legislation.</li> <li>• A demonstrable record of achievement in senior levels of strategic, innovative and people leadership.</li> <li>• Extensive experience in budgeting and relevant accounting and financial procedures.</li> <li>• Manage safety in the workplace in accordance with statutory, organisational and OH&amp;S requirements.</li> <li>• Identify, understand and manage business risks to reduce disruption and maintain business continuity.</li> <li>• Prepare reports and statistical data on team activities for the information of Executive Team, Council, community and relevant Government Departments.</li> </ul> <p><b>Council Relations</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of the political context and develop strong relationships with all key political stakeholders.</li> <li>• Ensure all plans and reports required to be produced for and by Council are provided within identified timeframes and are of high quality.</li> <li>• Ensure that sound and balanced advice is provided to Council.</li> <li>• Attend Council meetings as required.</li> <li>• Follow through to ensure that Council decisions are executed promptly and effectively.</li> <li>• Develop and maintain positive relationships with Councillors.</li> </ul> <p><b>Management of Technical</b></p> <ul style="list-style-type: none"> <li>• Deliver the technical requirements of the business.</li> <li>• Proactively provide clear and meaningful technical advice to others which is able to be understood and applied.</li> <li>• Access the technical skills and knowledge required for informed decision making.</li> <li>• Make a professional contribution to the broader industry through conferences, membership and/or papers.</li> <li>• Maintain professional skills and knowledge through education, establishing networks, qualifications and memberships.</li> <li>• Initiate the education of others through the development of either formal training programs or through informal means such as mentoring and coaching.</li> <li>• Develop technical proficiency in others by supporting the development of technical skills and knowledge.</li> <li>• Appropriately allocate and delegate technical responsibilities to suitably experienced people.</li> <li>• Contribute to the corporate knowledge base through documented processes and procedures and management of information, expertise and learning</li> </ul>
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<b>D</b>	<p><b>Management Skills</b></p> <ul style="list-style-type: none"> <li>• Management skills at a senior level to achieve goals and objectives and ensure effectiveness of a group of diverse functions and teams.</li> <li>• Ability to identify key opportunities and develop and implement strategies to achieve objectives and goals.</li> <li>• Ability to resolve issues and solve problems at a strategic and organisational level.</li> <li>• Ability to manage time, set priorities and meet deadlines for self and department staff.</li> <li>• Demonstrated ability to prepare and adhere to budgets and business plans.</li> <li>• Ability to manage information flow upwards and downwards from an organisational perspective.</li> <li>• Well-developed leadership and human resource management skills.</li> <li>• Demonstrated ability to deliver outcomes for the community.</li> <li>• Ensure that all services maintain a customer focus, achieve business plan objectives and comply with statutory requirements.</li> <li>• Demonstrate integrity at all times and be a role model to others in living the organisational values.</li> <li>• Actively listen to others, communicate effectively and successfully engage with people.</li> <li>• Demonstrate a commitment to building capability and potential of staff through the establishment of processes to support development planning; and the provision of accurate, motivating and constructive feedback.</li> <li>• Demonstrate a genuine interest in the long-term learning and development of others within the organisation.</li> <li>• Identify and develop talent within the organisation and take responsibility for encouraging and empowering others to perform at their personal best to achieve identified goals.</li> <li>• Create opportunities for talent development of staff and ensure succession plans are developed for key positions.</li> <li>• Manage, champion and facilitate organisational change; generate enthusiasm in others regarding the future direction of Latrobe City.</li> <li>• Develop a strong and collaborative working relationship with the CEO, Executive Team, Councillors and direct reporting managers.</li> <li>• Promote collaboration and remove obstacles for teamwork to occur across the organisation.</li> </ul>
<b>E</b>	<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to guide and influence others and to lead, motivate, and develop staff.</li> <li>• Excellent negotiation skills.</li> <li>• Well-developed written and verbal communication skills and effective presentation skills.</li> <li>• High level analytical skills, including a grasp of technological issues.</li> <li>• Demonstrated commitment to a team approach.</li> <li>• High quality leadership skills.</li> <li>• Ability to delegate responsibly.</li> </ul>

	<ul style="list-style-type: none"> <li>• Commitment to being a 'change agent' with ability to initiate, implement and manage change.</li> <li>• High level emotional intelligence.</li> <li>• Identify and manage internal and external stakeholder relationships through consultation and communication and deliver on what is promised.</li> </ul>
<b>F</b>	<b>Qualifications and Experience</b>
	<b>Essential</b> <ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant discipline with extensive and diverse experience in both operational areas and management.</li> <li>• Significant (5 years minimum) experience in leading at a senior (management) level in a council, government, or corporate setting.</li> <li>• Expertise and proven ability in successfully leading, managing, and delivering the full range of services as outlined under specialist skills and experience.</li> </ul> <b>Highly Desirable</b> <ul style="list-style-type: none"> <li>• Post graduate qualification in Business Administration (MBA) or other relevant discipline.</li> <li>• Graduate qualifications from the Australian Institute of Company Directors Course.</li> </ul>

## Key Selection Criteria

Key selection criteria will be based on the skills and knowledge required in relation to:

- Extensive experience in an executive leadership role in a diverse and dynamic organisation with a strong record of achievement.
- Ability to lead and support innovation and continual improvement of services and delivery across the division.
- Demonstrated human resource management experience and the ability to develop people through exceptional leadership to achieve broad goals and objectives.
- Demonstrated sound understanding of the political context, particularly Local Government, and proven ability to develop strong relationships with stakeholders.
- Comprehensive business acumen including the ability to oversee large teams, experience with financial management and business planning processes ensuring statutory and policy compliance within a regulated environment.
- Extensive problem-solving experience and decision-making skills outside area of expertise, with the ability to negotiate and influence.
- Ability and commitment to being a 'change agent' with the ability to initiate, implement and manage change.
- Ability to demonstrate and display Latrobe City Council Values – Innovation, Accountability, Collaboration and Trustworthiness.

## Other Conditions

### Employment Requirements

During the course of employment, Council may require employees to:

Perform work outside of standard operating hours, including via an agreed roster to meet the requirement of the role.

A satisfactory Medical Clearance may be required at any time.