

Position Description

Job Title	Assistant Director Corporate Services
Organisational Context	Aurukun Shire Council is an Indigenous community of about 1400 people. Council provides a variety of services to the community that include provision of community police, aged care, childcare; operation of airport, postal and bank agencies; construction and maintenance of roads and housing.
Department	Corporate Services
Award and Classification	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1- Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services – Level 8.
Location	Aurukun
Reports to	Director Corporate Services
Position Scope	This position has significant direct contact with Council staff, external suppliers, and external customers.
Employees Supervised	Up to 6 direct reports including the Administration Supervisor & Records Officer, Customer Service Officers, Arts Centre Manager, Facilities Manager, Stores Supervisor.
Job Role & Key Objective/s	This role requires a Senior Manager who will be responsible for the strategic delivery of customer service excellence at Aurukun Shire Council including the coordination of the day-to-day operations of the Council main office reception, record keeping, Bank@Post, post office agency, Skytrans agency, and assist Stores, Records, Governance, Facilities Management, manage leasing revenue streams, Expressions of Interest, Contracts and oversight of the Arts Centre.

<p>Qualifications, Experience & Personal Attributes</p>	<ul style="list-style-type: none"> • Tertiary qualifications in management, commerce or Local Government. • Local government and/or regional/remote work experience (preferred) • Extensive previous experience in Corporate Governance in a Local Government at a high level. • Previous Experience with maintaining Corporate Risk Management Systems. • Proven customer focus and the ability to relate well with the general public and fellow employees to maintain positive relationships with all stakeholders. • High level of strategic planning and leadership, including problem solving, through innovation and resilience in the face of change. • Excellent written and verbal communication; the ability to engage and effectively supervise employees, provide clear direction and foster an effective working environment. • Well-developed skills in Microsoft Excel, Word and Outlook. • Excellent organisational and time management skills, including the ability to set realistic goals and develop plans to achieve them. • Proven ability to maintain high levels of personal initiative to enhance the customer service experience and manage customer engagement at Council, including difficult customers. • Proven ability to work autonomously in a team environment. • Ability to plan workloads among staff taking into account staff leave • Ability to interact positively with the local community and promote Council policies • Effective communication and conflict resolution skills when dealing with staff and community. • Good overall knowledge of contemporary Human Resource Policies and Procedures
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<p>Duties and Responsibilities</p>	<ol style="list-style-type: none"> 1. Promotion of Council and its policies to the community. 2. Follow Council Policies and procedures including the Code of Conduct followed with no oversights. 3. Ensure Councils Workplace Health and Safety Policies and Procedures are followed and carried out. 4. Provide specialist guidance to the Customer Service team including mentoring and coaching to ensure the delivery of customer service excellence across a broad range of Council business services and Agency Agreements including Bank Agency, Post Office Agency, Skytrans Agency, Stores, Arts Centre, and Council Offices through regular monthly team meetings and day today support. 5. Obtain the necessary qualifications to act as backup to the Bank@Post and general Post Office agencies. 6. Ability to learn the Local Fares Scheme and act as backup to reception in order to book airfares. 7. Maintain the Local Fares Scheme and provide the Monthly reports to Queensland Transport. 8. Responsibility for Cash control and monthly balancing of Councils Treasury account. 9. Ensure daily cash reconciliations for Bank@Post and Australia Post are undertaken and sent to the appropriate internal and external officers responsible. 10. Order cash to maintain the balance within treasury at an appropriate level for council services and the wider community. 11. Issue orders for Goods and Services under portfolio in accordance with Council procurement Policy and the Local Government Regulation 2012. 12. Take responsibility for Local Aurukun tenders for areas under portfolio such as Cleaning and Commercial Accommodation and prepare assessment reports for Council. 13. Maintain and Improve Councils Corporate Risk Management system including risk registers and the Risk management Policy and Framework. 14. Maintain Councils property leases and licenses to ensure they are up to date from Councils leasing register in conjunction with Preston Law and the Leasees and be the first point of contact with the leasees. 15. Maintain Council and Senior Management Registers of Interest and Related Party forms for Audit. 16. Maintain Councils Register of Delegations from the Chief Executive Officer for incoming staff. 17. Maintain the Instruments of appointment and the identity cards for those officers delegated duties under the Delegations from the Chief Executive Officer 18. Provide support, advice and assistance in the creation, registration and disposal of records and information including customer Council records (e.g., documents, minutes, personnel files) and customer records (e.g., identification, birth certificates, death certificates) an accordance with the
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	<p>Local Government and State Government Retention Schedules.</p> <ol style="list-style-type: none">19. Provide support to the Stores and Facilities Managers on housing allocation, tenancy management and operations of a remote Council store20. Effectively supervise the Team including, performance management and reviews, managing leave and weekly timesheet sign off, training and development and workflow coordination.21. Develop a high level of morale and harmony within the Aurukun based team.22. Maintain up-to-date knowledge of legislation, policies, procedures, events, activities, and changes to Council operations in order to provide accurate information and assistance to our customers and employees.23. Collate statistical data and prepare high level management reports promptly and accurately when required.24. Prepare Monthly statistical reports on areas supervised and provide to the Director of Corporate Services for Council meetings.25. Assist with and provide strategic direction to the Wik & Kugu Arts Centre management and cover for the Arts Centre Manager as required (e.g., during annual leave, isolation leave and other leave entitlements).26. Provide input into assessment and production of strategic reports under the portfolio such as the three-year plan for the Art Centre.27. Ensure Councils Workplace Health and Safety Policies and Procedures are followed and carried out.28. Maintain and review administration policies and any delegated Statutory Policies from the Director of Corporate Services29. Skills shortages are identified and actioned for staff under portfolio, and a yearly training plan is prepared in conjunction with the Training Officer and Director of Corporate Services.30. Maintain all agency agreements and ensure they are up to date, reflective of needs, appropriately actioned and negotiate as required in conjunction with Director Corporate Services.31. Provide supervision and oversight on Council agreements under portfolio such as the External Cleaning Contract and any Commercial Accommodation agreements such as the Lodge Management Agreement and be the first point of contact for the contractors under these agreements32. Other duties as directed by the Director Corporate Services.
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<p>Key Performance Indicators</p>	<ol style="list-style-type: none"> 1. Reduced number of complaints from the public concerning the customer service agencies. 2. Up to date registers such as Related Parties, Registers of Interest and Risk Registers to a standard passing audit scrutiny. 3. Authorised Officers of Council all have letters of appointment and identity cards. 4. Cash reconciliations including cash counts performed on time. 5. Adequate cash is maintained for council and community use 6. Local Fares Scheme Register is up to date 7. Bookings on Skytrans under the LFS are completed on the same day 8. Council Policies and procedures including the Code of Conduct followed with no oversights. 9. Timely Lodgement of Workplace Health and Safety Incident reports and other Workplace health and Safety reports when required. 10. No Property Leases or agency agreements have expired without new ones in place 11. Tenders are advertised by due date and applicants are assessed in a report to council at the meeting following the tender closure. 12. Tenderers have access to the tender documents 13. Staff performance and probation reviews are carried out ahead of the due date. 14. Team meetings are held monthly and copy of the minutes provided to the director. 15. Monthly meetings with Wuungkam Lodge Managers and cleaning contractors held and minutes provided to the Director of corporate Services. 16. Attendance at monthly leasing meetings with Director, CEO and Preston La.w 17. Timely provision of reports to Council and Director as per duties and responsibilities. 18. Timely Lodgement of Workplace Health and Safety Incident reports and other Workplace health and Safety reports when required. 19. Council records are appropriately stored and retrievable, in the appropriate area and on H drive and do not clutter the front office. 20. Policies delegated are reviewed and put to council every year in accordance with Councils Schedule. 21. Staff attendance is maintained, any timesheets completed on time. 22. Staff shortages are managed through proper assessment and approval of leave applications through succession planning before approval is granted.
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	<ul style="list-style-type: none">23. Yearly training plan for staff supervised is prepared24. Random checks are completed and checklists filed monthly on Councils commercial facility cleaning contract.25. All other reports and reconciliations referred in duties and responsibilities are carried out on time.
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I, _____ acknowledge and agree to the above position description.

Employee's Signature _____

Date _____