

Corporate Services Manager

Part One: Job Description

Job title:	Corporate Services Manager	Location:	Carterton
Status:	Permanent	Effective:	July 2020
Team:	Corporate Services		

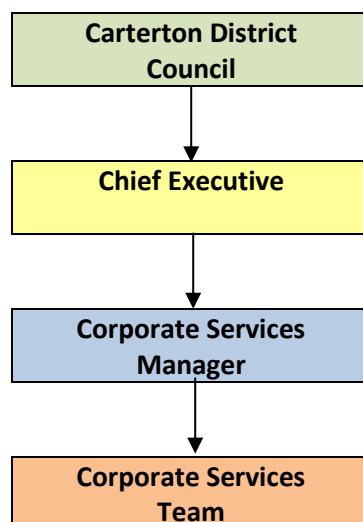
Responsible to: Chief Executive

Position Purpose: The Corporate Services Team's primary purpose is to provide efficient administrative support to the organisation in the areas of finance, rating, property, legal services, payroll, information management and technology, record management, and commercial operations.

We strive to be an approachable, high performance, 'can do' team helping Council achieve its community outcomes by:

- Having an innovative solutions focus, and creating real value for our customers,
- Providing high quality information to support decision making and meeting the needs of our customers,
- Having simple and easy to use systems and services to enable Council to meet its service commitments.

Organisation Context:



Important Functional Relationships:

Internal	External
<ul style="list-style-type: none"> • Mayor and Councillors • Council and sub-committees • Chief Executive Officer • Management Team and Managers individually • Corporate Services team members • Council staff 	<ul style="list-style-type: none"> • Ratepayers/ residents • Auditors • Council banking and finance providers • Council tax advisors • Council solicitors • Other Local Authorities • Rating Valuation service provider

Values

The Values of the Management Team of the Carterton District Council are:

- Loyalty
- Service
- Integrity
- Honesty
- Respect
- Professionalism

Key Result Areas

My Key Result Areas	
What am I supposed to do?	Expected Outcomes?
Team Service Delivery <ul style="list-style-type: none"> • Oversee the efficient and effective service delivery of the Corporate Services Team, including financial services, rating collections, record management systems, payroll, information services, water billing, and general administration. • Develop objectives and work programmes for the Corporate Services Team in conjunction with other senior managers, and in particular, ensure that resources and effort are committed to their achievement, within time and budget. • Carry out and act as job manager of assigned investigations, reports, recommendations and statutory procedures relating to team activities. • Ensure that team administration services are provided in a manner which is consistent, accurate and fair. • Represent the Council in negotiations and discussions with other organisations and attend meetings of the appropriate Committees or Council meetings as required. 	Team Service Delivery <ul style="list-style-type: none"> • The performance of the Team is well managed and each contributes to corporate and organisational success. • Team work programmes and budgets are completed on time and to the required standard. • The structure of the Team is reviewed to ensure best use of resources and service quality. • The jobs assigned to me are carried out to the agreed standards especially relating to the reporting format and the preferred writing and delivery styles of the Council. • Corporate Service Team meetings are held regularly to keep team members informed of Council activities and developments. • The advice that the Council receives is timely and correct and there are no successful challenges to the decisions that Council or its committees take when relying on that advice.

<p>Financial Management</p> <ul style="list-style-type: none"> • Develop close working relationships with, and provide financial advice to budget holders, the senior management team, and Council. • Oversee the financial and management accounting functions to ensure the effective maintenance of general ledger and other supporting source information, and the effective disbursement of financial information throughout Council. • Carry out insurance and risk analysis and negotiate all Council insurance policies. • Ensure effective and efficient management of cash resources to enable Council to meet current and future obligations including the oversight of Councils treasury function. • Develop and review policies relating to revenue and financing, rating and funding impacts • Facilitate the effective implementation of Council's strategic financial policies and objectives relating to Council services. • Ensure Council compliances with all matters relating to taxation. 	<p>Financial Management</p> <ul style="list-style-type: none"> • Budget holders and especially other Team managers have the information that enables them to manage their operating and capital projects and costs and there is a focus on variance reporting and on costs in relation to stage of completion of projects. • Internal controls protect the Council's resources. • The auditors' recommendations as accepted by the Council and its Committees are actioned. • The assets of the Council are protected by appropriate insurance or by the other means that Council agrees. • Council's financial management policies comply with the law and are relevant and current. • Council complies with the laws on taxation.
<p>Long Term Plan, Annual Plan and Annual Report</p> <ul style="list-style-type: none"> • Oversee the preparation and approval of the Annual Report. • Oversee all aspects of the LTP and Annual Plan. • Provide advice to Council and senior management team to ensure the Long Term and Annual Plans financial position and rates movements align with Council financial and debt level objectives. • Guide Council through results and changes in financial outputs of Long Term and Annual Plans. 	<p>Long Term Plan, Annual Plan and Annual Report</p> <ul style="list-style-type: none"> • The Council adopts the Annual Report before the statutory deadline each year and receives an unmodified opinion. • There is a process to improve the look and readability of the Annual Report and Summary Report. • The treasury limits and other financial metrics that the Council adopts or which the law imposes are met. • Council's rate income is reconciled with the rate that it forecast.
<p>Elected Members' Remuneration</p> <ul style="list-style-type: none"> • Manage remuneration, allowances and expenditure processes of the elected members. • Assist in the setting and management of internal budgets for the democratic processes. • Implement remuneration related policies and requests of the Remuneration Authority and/or Local Government NZ, in all their dealings with Council. 	<p>Elected Members' Remuneration</p> <ul style="list-style-type: none"> • Ensures timely response to all correspondence from the Remuneration Authority. • Remuneration and Expenditure policies are prepared which meet statutory and budget requirements. • Assists the Payroll Officer to ensure the fair and accurate distribution of the remuneration including processes to be adopted to address any surplus or shortfall.
<p>Health & Safety</p> <ul style="list-style-type: none"> • Actively participate in their health and safety (H&S) responsibilities as outlined in Council's Health and Safety Systems. • Demonstrate compliance with all H&S requirements (accident reporting, hazard 	<ul style="list-style-type: none"> • All H&S responsibilities and procedures are undertaken and completed within expected timeframes. • All H&S procedures and rules are adhered to, and immediate action to comply is taken

<p>management, PPE, training, audit & review, SOPs, etc) and promotes an awareness of the responsibilities associated with the position as outlined in Council's H&S Systems.</p> <ul style="list-style-type: none"> Actively promote and support H&S, wellbeing initiatives and a culture of responsibility and accountability for H&S in the workplace. 	<p>when a knowledge gap or breach becomes known. All H&S System and process improvements are rectified or raised with the Manager, or the H&S Committee for further corrective action.</p> <ul style="list-style-type: none"> Acts as an advocate and actively raises the awareness to others about H&S and wellbeing initiatives available to all staff.
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My Management & Planning	
Strategic Management & Planning <ul style="list-style-type: none"> I actively contribute to the Long Term Plan process and the delivery of the Community Outcomes and any significant issues and risks are raised and addressed quickly and efficiently. I provide sound advice, updates and reporting to the Senior Management Team and Council to keep them well informed on the activities of my Team / Section. 	
Annual Business Planning <ul style="list-style-type: none"> I take a lead role in developing and implementing my Team's / Section's strategic and operational activities and ensure these align to Council's Vision and strategic goals. I proactively contribute to, and take responsibility for the development and preparation of the Ten Year Plan, Annual Plan and Annual Report. 	
Financial Management <ul style="list-style-type: none"> I take a sound and prudent management approach to the financial budgets / targets set for my Team / Section and its activities. My Team / Section and activity budgeting and forecasting aligns with Council's financial sustainability strategy and delivers an efficient and cost effective service. 	
Continuous Improvement <ul style="list-style-type: none"> I actively seek out, promote and implement business process solutions, ideas and initiatives that improve my Team's / Section's service levels and deliver on the goals of Council's business improvement programmes. I demonstrate and role model flexibility, agility, adaptability and a willingness to be open to feedback as an opportunity for self-development. 	
Relationship Management <ul style="list-style-type: none"> I develop and maintain strong working relationships with Council staff, councillors, Iwi, other councils' staff and our stakeholders. I demonstrate strong interpersonal relations, collaboration, integrity, managerial courage and communication skills in all my interactions with others. 	

My Leadership	
Team Leadership & Engagement <ul style="list-style-type: none"> I provide leadership and act as positive role model to create a positive team environment that fosters, develops and promotes engagement and a good team culture. I provide opportunities for my team to participate and be included in decision making that may impact upon their individual or team performance outputs. 	
Team Performance Management <ul style="list-style-type: none"> I effectively lead and enable my team to deliver on our work programme and Council's strategic goals and performance objectives. 	

- I provide effective support and proactively assess my team's workload and reallocate workloads when needed.
- I understand the data generated by my team is an important Council asset and I will use our data and systems to drive performance, quality decision-making and improved service delivery.

Team Professional Development

- I make sure everyone in my team has clear performance goals and measures that are aligned with Council's strategic goals and meet with them regularly to discuss and review progress.
- I provide regular development, mentoring, coaching, feedback performance conversations, and encourage participation in appropriate training opportunities.

Team Recruitment & Induction

- I take an active responsibility for the recruitment of the 'right person in the right job', and ensure quality induction, training and ongoing socialisation is provided to new members in my team.

My Contribution

- I actively contribute to the achievement of community outcomes and Council's strategic goals and objectives.
- I role model behaviours and attitudes that support Council's Vision, Purpose, Values and foster positive relationships that are built on trust and respect.
- I put our customers first, treat them with respect, have a 'can do' attitude, and provide them with a quality customer service experience.
- I contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with iwi.
- I take personal responsibility for the on-time delivery of my role responsibilities and owning my performance and professional development.
- I provide solid professional advice (internally and externally) and this contributes to maintaining and enhancing the Council's image.
- I am responsible for managing and maintaining the storage and integrity of information, data and records that I create and have a responsibility for.
- I take ownership for my health and safety (H&S) responsibilities and participate and support health, safety and wellbeing initiatives and training opportunities.
- I actively seek out and promote business process improvement ideas/solutions that reduce our paper based systems and enhance our service delivery.
- I am a willing contributor and participant in organisational improvement, professional development opportunities and continuous improvement initiatives.
- I provide assistance and support during Civil Defence activities as required.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Policy. I also have staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Skills, Experience and Personal Attributes

My Qualifications and Experience:

- A University qualification in accounting.
- A minimum of eight years relevant postgraduate experience.
- Membership of the Chartered Accountants Australia and New Zealand (CA-ANZ) or similar.
- Sound working knowledge of all the relevant statutes and regulations that control the corporate functions of Council and a practical knowledge of the relevant administration procedures.
- Experience in financial and project management essential.
- Understanding of the political system (conventions, functions, and objectives of Council) and the wider cultural, social, environmental, economic and political implications of the environment within which Council operates.
- Proven leadership, staff development, management and mentoring skills with a strong commitment to teamwork.
- Demonstrated ability to work at a strategic level.
- A good knowledge and understanding of Te Tiriti o Waitangi and Tikanga Māori.
- Commercial acumen or commercial experience is important.
- Prior experience as Corporate Services Manager is an advantage.

My Behavioural Competencies

WORKING CO-OPERATIVELY

Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

JUDGEMENT (PROBLEM SOLUTION)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

LEADERSHIP (INFLUENCE)

Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

CLIENT SERVICE ORIENTATION

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

EXTRA-ORGANISATIONAL AWARENESS

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

WORK STANDARDS

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

PLANNING AND ORGANISING

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

PROJECT PLANNING

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.

Signed

Corporate Services Manager

Date

Jane Davis
Chief Executive

Date