

Corporate Services Manager

Part One: Job Description

Job title:	Corporate Services Manager	Location:	Carterton
Status:	Permanent	Effective:	September 2023
Team:	Corporate Services		
Responsible to:	Chief Executive		

1. Role of the Corporate Services Team

Corporate Services comprises the support services to elected members and Council staff, including democratic services, rates, information systems, finance, planning and reporting, official and privacy information management, and administrative services. It also provides front line customer services to ratepayers, residents and the wider Carterton community.

2. Purpose of the Role

The Corporate Services Manager is responsible and accountable as a core member of the Executive Leadership Team (ELT) contributing towards Council's strategic objectives and community wellbeing outcomes.

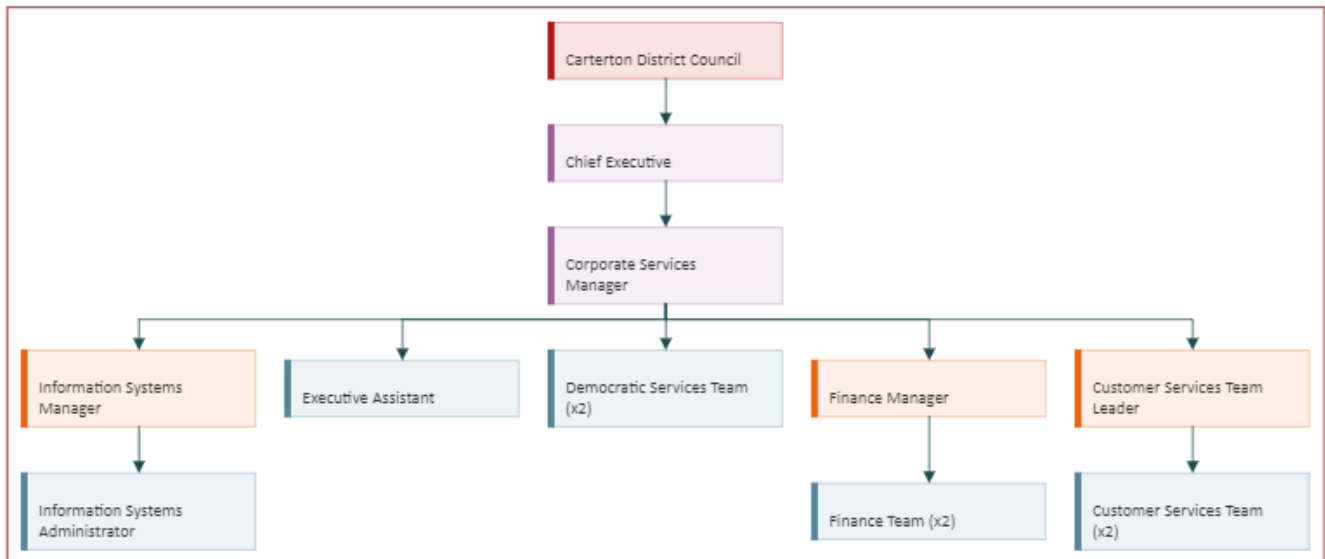
The Corporate Services Manager is required to manage all financial information for the Council's statutory and management reporting, policies, forecast and plans. The role also ensures the effective delivery corporate planning, information and ICT services, rates collection, elected member advice and support services, official information requirements, and customer services.

3. Working relationships/reporting lines

The Corporate Services Manager reports to the Chief Executive. The role has 6 direct reports. Additionally, the role will have contact with a number of internal and external contacts including, but not limited to:

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

4. Organisation Context



5. Values

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

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

6. Key Result Areas

My Key Result Areas	
What am I supposed to do?	Expected Outcomes
Strategic Leadership <ul style="list-style-type: none">• As a member of the Executive Leadership Team (ELT), work collaboratively to provide organisational leadership, vision and strategic leadership.• Provide effective and efficient leadership, relationship management, and direction on Council's operational management activities.• Offer expertise and participate in high level decision making, offering credible strategic input and taking part in critical organisational planning.• Develop and implement appropriate strategies, policies, and plans to ensure that the Council achieves its vision and priorities.• Present, written and formal presentations and reports on council functions and results as required.	Strategic Leadership <ul style="list-style-type: none">• ELT planning and execution is in line with key strategic objectives and successfully contributes towards enhanced customer satisfaction and community wellbeing outcomes.• Strategic objectives are set, monitored, measured and met within required budgets and timeframes.• Sound and credible information is presented to elected members and key stakeholders to create and implement effective plans.• ELT practices in a manner that meets or exceeds the ethical, legal, commercial and public expectations of the community.

<p>Team Service Delivery</p> <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. 	<p>Team Service Delivery</p> <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.

	<ul style="list-style-type: none"> • Council's rate income is reconciled with the rate that it forecast.
Democratic Services <ul style="list-style-type: none"> • Manage democratic advice and support services to the Council, and its Committees, Advisory Groups and mana whenua representatives including legislative obligations, meeting administration, electoral process requirements, annual and long-term planning, and council reporting and performance. • Oversee information request processes under the Local Government Official Information and Meetings Act (LGOIMA). • Implement remuneration related policies and processes of the Remuneration Authority and/or Local Government NZ, in all their dealings with Council. • Act as the Privacy Officer for the Council. 	Democratic Services <ul style="list-style-type: none"> • Elected members are well equipped to make decisions and obligations that meet Local Government Act requirements and obligations. • LGOIMA requests are processed in accordance with the Act ensuring accurate and timely responses. • Elected Member Remuneration and Expenditure policies meet statutory and budget requirements. • Council is compliant with requirements under the Privacy Act 2020.
Health, Safety & Wellbeing <ul style="list-style-type: none"> • Lead appropriate HS&W practices while ensuring own HS&W and that of the team. • Actively promote and support initiatives and a culture of responsibility and accountability for HS&W within the workplace. • Prioritise HS&W as being a critical part of Council's business. • Encourage HS&W focused conversations within the workplace. • Demonstrate compliance with all health and safety responsibilities and requirements associated with the position as outlined in Council's HS&W policies and systems including accident reporting, hazard management, PPE, training, audit and reviews, and standard operating procedures (SOP's). 	Health, Safety & Wellbeing <ul style="list-style-type: none"> • Council is compliant with its obligations under the Health, Safety in the Workplace Act 2015 (HSWA). • Staff understand and follow HS&W policies, procedures and guidelines. • Incidents (of any nature) are reported in a reasonable and timely manner. • Investigations of all incidents (of any nature) are undertaken with a learning approach, and appropriate controls implemented. • Staff have appropriate PPE where it is required. • HS&W is part of the Team culture and everyday practice.

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. 	

<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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 or finance.
- A minimum of five years relevant postgraduate experience.
- Membership of the Chartered Accountants Australia and New Zealand (CA-ANZ) or similar.
- 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 in a Corporate Services Manager and/or local government is an advantage.

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 one's behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

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