

MANAGER COMMUNITY & CULTURE

Award Classification	Senior Officer
Directorate	Community & Planning
Reports to	Director Community & Planning
Supervises	Coordinator Community Services & Inclusion; Visitor Economy & Events Coordinator, Events & Business Relationships Support Officer; Arts & Culture Officer; Cinema Projectionist; Visitor Information Centre & Cinema Volunteers
Approved By	Director Community & Planning, November 2021

OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

POSITION OBJECTIVES

- To be accountable to the Director Community & Planning for ensuring the achievement of corporate and departmental objectives identified in the Council Plan, strategic direction set through annual business plans and service-specific goals and objectives in regard to functional areas.
- To lead all aspects of operations of the Community & Culture Department in its program and service delivery to ensure legislative compliance.
- To assist Council in identifying and responding to key issues relating to community and culture within the Strathbogie Shire.
- To prepare funding applications on behalf of Council and manage those within area of responsibility.
- To promote a positive organisational culture by enhancing staff motivation and supporting the long – term financial sustainability of Council.
- To develop and maintain the cross-departmental processes and protocols through which the Community Services department will establish its enhanced role in consultation and community engagement.

KEY RESPONSIBILITIES AND DUTIES

- Manage the planning, delivery and evaluation of a range of quality and targeted Community and Culture programs and activities in collaboration with relevant team members and Director Community and Planning.
- Establish and maintain positive working relationships with relevant service agencies, business and the community and build a strong community network within the Strathbogie Shire.
- Lead and evaluate a strategic business plan that supports the service delivery of the group and the strategic objectives of Council.
- Build partnerships with community groups, other Councils and across the organisation to better align and implement strategic objectives of the Council Plan and other relevant strategies, policies, procedures, and frameworks lead by the Department.
- Manage the grant functions of Council (as appropriate and directed by the CEO).
- Actively promote and market relevant programs and services throughout the community.

POSITION DESCRIPTION

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- Oversee the operations of the Euroa Community Cinema and Council's Visitor Information Centres.
 - Lead and Manage Council's range of community and culture programs across the organisation with an industry best practice/customer service focus which aims to support people's health, wellbeing and participation throughout all life stages.
 - Monitor the needs and expectations of the community and provide high level advice to the Director Community and Planning and Chief Executive Officer as appropriate.

Continuous Improvement

- Promote continuous improvement in the Community & Culture Department: systems, processes and corporate reporting.
- Contribute to the overall culture of the organisation by making positive contributions to enhance satisfaction, develop accountability and empower staff.

Staff Management

- Ensure employees are knowledgeable about organisational goals, objectives and key performance requirements, and provide a framework for accountability and achievement.
- Lead and manage direct reports and ensure that all employees are recruited, developed, and empowered to assist in achieving organisational objectives.
- Provide leadership and direction to staff on the corporate vision, mission, values and behaviours.
- Manage, coach, mentor, develop, motivate and support staff within the Community & Culture Department to promote an environment that supports team building, skills development and career progression.
- Ensure annual performance appraisals and position descriptions review of the supervised staff are completed in time and in accordance with the relevant Award and Council procedures.

Other

- Assist the Director Community & Planning to meet the objectives and requirements of the Department by carrying out a variety of tasks as identified.
- To be available to work flexible hours when required, e.g. after hours and weekends.

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
 - Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
 - Promote and support the provision of a safe and healthy work environment and regularly report to staff and senior management.
 - Liaise with staff, including through regular toolbox meetings, to manage risk associated within their respective departments.
 - Liaise with staff and coordinate the development of risk management procedures.
 - Undertake risk assessments in conjunction with the Corporate Risk Officer.
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POSITION DESCRIPTION

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- Liaise and investigate risk management related claims and ensure that claims are reported in a timely manner to the Corporate Risk Officer.
 - Ensure that effective risk communication occurs.
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Director Community & Planning for the quality, effectiveness, cost and timeliness of work plans, programs, projects, events, initiatives, including systems and technology being managed.
 - Operations must be within all relevant statutory requirements and within delegations and approved budgets.
 - The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure the achievement of goals and objectives. Decisions and actions are taken at this level may have a significant effect on the programs or projects being managed or on the public perception of wider organisation.
 - The impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
 - The work may be of an investigative nature, analytical or creative nature with the freedom to act generally prescribed by a more senior position. The quality of work can have a significant effect on the policies which are being developed.
 - Effective management of timelines and budgets within authorised limits.
 - Responsibility to perform duties and provide professional advice within the requirements of Council policies and procedures, relevant legislation, standards and specified work programs.
 - The position is required to develop policies, procedures and strategies relevant to the operations of the Community & Culture department.
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JUDGEMENT AND DECISION MAKING

- The nature of work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognize when these established techniques are not appropriate.
 - The incumbent is expected to exercise sound judgment, decision making, and problem-solving skills in situations of a varied and sometimes sensitive nature.
 - The position involves both problem-solving and policy development.
 - The incumbent will possess excellent communication and conflict resolution skills to exercise reasonable autonomy in managing Community & Culture staff; and is expected to escalate team issues to the Director Community and Planning where necessary.
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SPECIALIST KNOWLEDGE AND SKILLS

- Analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework. Maintain up to date knowledge of local and regional priorities, opportunities and challenges and ensuring these inform Council strategy and delivery.
 - Understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
 - Manage the Department's budgets, including annual review and recommendations to Council.
 - Experience and skills in the development and delivery of community development processes and outcomes.
 - Knowledge of and experience in securing external funding sources and community resources to support programs.
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POSITION DESCRIPTION

- Research skills with an ability to analyse community and culture industry trends and best practice in the Local Government sector.

MANAGEMENT SKILLS

- Ability to motivate and positively influence staff to work as a team and inspire a high standard of customer service; including an ability to foster a culture of team spirit, excellence and behaviours and attitudes in alignment with Strathbogie's Shire values.
- Proven ability to consult with and influence a range of stakeholders in the community, government and corporate sectors.
- Demonstrated ability to develop options and resolutions to problems within short timeframes and available resources.
- Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting time pressures.
- Understanding and an ability to implement basic personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes.
- Extensive project management experience including initiating, planning, executing, controlling, and closing the work of the team to achieve agreed goals and specific success criteria.
- Actively manage the performance of the Department and address employment related matters in a timely and procedurally fair manner.
- Make formal recommendations to Director Community & Planning on the department operations.

INTERPERSONAL SKILLS

- Ability to write reports and to prepare external correspondence. Sound oral presentation skills.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities.
- Strong capacity to establish collaborative partnerships with key stakeholders using an asset-based approach within the community.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- Ability to lead, motivate and develop employees.
- Strong ethical and professional behaviour and the ability to establish and maintain good working relationships with a wide variety of stakeholders.
- Ability to identify customer needs and expectations, decide the most appropriate action and respond accordingly whilst effectively managing the customer's expectations.
- Ability to deal with difficult situations, resolving organisational problems with tact and diplomacy and presenting a positive Council image.
- Excellent oral and written communication skills.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Community Development, Leadership and Management, or relevant discipline.
- Demonstrated experience in leading teams to deliver community programs and projects.
- Substantive experience with strategic planning, developing policy and procedures.
- Strong team skills, particularly as a leader.
- Proven experience working with diverse individuals and community groups.
- Experience in grant funding processes and procedures.
- The ability to manage own time and work program to deliver the required outcome of the position.
- Current Driver's Licence.
- Working with Children Check.

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Community Development, Leadership and Management, or relevant discipline.
- Demonstrated experience in leading a multidisciplinary team to deliver community and culture programs and projects.
- Excellent interpersonal skills including an ability to work collaboratively with diverse stakeholders to maximise positive working relationships and outcomes.
- Sound understanding of grant processes and procedures.
- Demonstrated experience in producing detailed program reports, briefings to Council and other reports as required.
- Previous experience successfully working with community groups and volunteers.

Desirable:

- Previous experience in Local Government sector.
- Good understanding of the operation of small community-based organisations.

SIGNATURES

EMPLOYEE

Name:

Signed:

Date: