

Position Description General Manager

Job Title:	General Manager
Reports To:	Administrator
Supervises:	Manager Corporate and Finance Manager Services Manager Planning and Environment Manager Economic Development Manager Customer Care
Total Remuneration Package:	

Organisational Environment

Norfolk Island is an external territory of Australia located in the Pacific Ocean approximately 1400km directly east of Australia's Evans Head. The Island has a total area of ~35 km² and is home to around 1800 people. Norfolk Island has many historic and cultural precincts and is visited by around 30,000 people annually. Norfolk Island Regional Council (NIRC) provides traditional local government services to its community and visitors, as well as running commercial entities such as Telecom, the power station, the international airport, fire and emergency services and the liquor bond store. Council also operates under a service delivery agreement State and Commonwealth functions such as Registry and the Courts; with Health, Education and Police services being provided provided/funded under contract by the Commonwealth Government.

Job Purpose

1. Principal Officer to the Norfolk Island Regional Council, exercising overall management responsibility for Council operations and primary link between Councillors and the organisation.
2. Lead, manage and implement the actions and projects of Norfolk Island Regional Council's service delivery model.
3. Provide strategic advice which enables the Norfolk Island Regional Council to deliver sustainable high-quality community services that are fit for purpose and are recognised as being best value.
4. Lead the senior management staff in the delivery of high quality professional internal and external customer focused services.
5. Effective community engagement and promotion of the Norfolk Island Regional Council's policies and programs.

As a member of the Council's senior leadership team, more general accountabilities include:

- Financial, operational and service planning, management and quality
- People management and developing the capability of the workforce and fostering the desired culture and Council values
- Systems and process improvements within the Division
- Relationship building with key stakeholders
- Contributing to managing risks and ensuring compliance with numerous statutory requirements within the Division and across Council more broadly.

Specific Accountabilities	Performance Criteria
Leadership and Planning	
Provide strong leadership and direction to the Division at all levels	<ul style="list-style-type: none"> • Plans developed on-time and provide a strong foundation for Council to move forward. • Satisfactory progress on implementing key strategic initiatives.
In conjunction with General Manager, contribute to the formation of Council's <i>Corporate Plan</i> , and develop annual operating business and resourcing plans across all services of the Division to achieve Council's strategic goals	
Execute key strategic initiatives for the Division in accordance with the Council's Corporate Plan and suggest further initiatives that will promote Council's vision	

Lead and foster a high performing culture for the Division by creating an environment where innovation and new ideas that improve service delivery can be constructively explored, encouraged and implemented	<ul style="list-style-type: none">Improvements to the operational and financial performance of the Division and Council
Managing and Operating	
Provide strategic analysis and policy advice to the General Manager as required on a wide range of customer service, communications, community development and community satisfaction issues and options	<ul style="list-style-type: none">The Division operates within approved staff and expenditure budgetsKey Division initiatives/projects delivered and implementedAll services meet, safety and community expectationsImproved systems and processes across the Division
Prudently manage expenditure of the Division across all program areas within budget constraints, resourcing allocations and funding guidelines	
Through Team Leaders and senior professionals ensure that NIRC's Registry, customer service, problem resolution, the library and community development functions are all managed effectively and meet their business objectives	
Continuously monitor the performance of the Division across all key functions in complying with its statutory and contractual obligations across all services to the public and that systems and processes are continually reviewed and improved across the Division	
Monitor key Division projects across all programs to ensure they are delivered on-time, on-budget and achieve the intended business outcomes	
Effectively manage major change within the Division including workforce management and addressing cultural problems as necessary	
Stakeholder Relations	
Foster strong working relationships with government and community stakeholders as well as funding agencies to continue to promote Council, attract grant funding improve services to the community and foster economic growth	<ul style="list-style-type: none">Positive feedback from key government, business and community groupsFeedback from elected representativesImproving customer feedback across all Divisions/services
Cultivate and maintain effective relationships with Councillors, regulators, State and Federal government agencies, residents and ratepayers and community interest groups generally	
Represent Council at meetings, conferences and workshops where required	
Workforce Capability	
Ensure human resources of the Division are managed fairly and effectively, in accordance with statutory requirements and contribute to staff recruitment, retention, training and development and resource adjustment as needed	<ul style="list-style-type: none">Training plans are implemented and improve the capability of the workforceNew staff are engaged and become productive quicklyIncreasing engagement, productivity and retention of the workforce across the Division as a wholeImproved safety performance and complete compliance with WH&S Act
Manage the recruitment, on-boarding, induction and performance management of Team Leaders and senior staff across the Division	
Ensure that all staff are well trained in the safe working requirements and procedures of Council and any special safety requirements of operations or specific sites are well understood by staff that need to know, including measures to keep members of the public safe	
Manage the resolution of escalated grievances, discipline issues, cases of bullying and harassment, code of conduct violations in conjunction with P&C	
Develop and maintain a work environment that encourages participation, teamwork, innovation and excellence by encouraging Team Leaders to effectively address any staffing issues, communicate regularly with their teams and build commitment to service performance improvement	
Quality, Risk, Compliance and Reporting	

In conjunction with the General Manager, implement a professional and thorough approach to identifying and managing safety, operational, business, financial and reputational risks	<ul style="list-style-type: none"> • Risks appropriately identified and well managed • 100% compliance with statutory requirements • Accuracy and timeliness of monthly and/or special reports • Good governance practices and good working relationships are maintained across the senior team and with the Mayor and Councillors
Ensure that the Division has a well-developed and highly professional suite of Council policies and governance protocols, and that they are always regularly reviewed and kept fully up to date	
Monitor the Division's operational and financial performance and provide information and advice to the General Manager and Council through well considered reports	
Attend Council workshops, Council meetings and Committee meetings as requested, and provide advice to Council on any matter within the Division's functional responsibilities.	

Position Dimensions

Staff Resources:	~5 FTE
Division budget:	Expenditure ~\$30m Revenue ~\$50m

Decision Making Authority

Policy:	Provides suggestions for new policies and procedures. Interprets and applies policies
Staffing:	Mentor and develop senior staff of the Division; undertake performance management across the Division and deal constructively with any industrial/discipline issues in association with P & C
Delegations:	Delegations under the <i>Local Government Act</i> and delegations as directed and published in Council's <i>Delegations Register</i>

Key Skills, Experience and Qualifications

1. An appropriate degree qualification in Business or Management; or extensive equivalent experience in administration and management.
2. Sound knowledge and understanding of local government, corporate governance, public administration, risk management and financial management.
3. Demonstrated ability to develop and maintain strong stakeholder relationships at a Council level.
4. Experience in successful leadership in a local government council or similarly complex organisation.
5. Experience in establishing and implementing news systems and processes, especially enterprise management systems.
6. Demonstrated success in establishing budgets and managing finances in a complex environment.
7. Demonstrated commitment to continuous improvement with a strong focus on leading strategic change.
8. Demonstrated ability to manage diverse teams and achieve results.
9. Demonstrated high level interpersonal and teamwork skills.
10. Excellent verbal and written communication skills.
11. Technically savvy with Microsoft suite of programs.
12. Proven ability to uphold and maintain the organisations mission.

Special Notes

The appointee to this position may also be required to be eligible for appointment to and/or to hold appointment as a statutory officer under various laws applicable to Norfolk Island. Appointees to this position will be expected to fulfil their duties, functions and powers as Regional Council employees in addition to, and separately from, any statutory office holder duties functions and powers.

Approved by: _____ **(ADMINISTRATOR)**

Date: