

Position Description

Position Title	Deputy General Manager
Position Number	TBC
Section	Office of the General Manager
Salary Level	Manager
Reports to	General Manager

Position Objectives

- The Deputy General Manager (DGM) supports the General Manager in leading the Council's day-to-day operations, ensuring strategic objectives are achieved and services are delivered efficiently and effectively. The DGM provides leadership across multiple departments, manages organisational resources, and fosters a culture of accountability, performance, and continuous improvement.
- The DGM will assume the duties of the General Manager during periods of leave, or act on behalf of the General Manager when requested.

Key Accountabilities

Leadership and Oversight

- Provide direct leadership and management for:
 - Service Deliver Agreement
 - Planning and Environment
 - Asset Management Plans
 - Telecom
 - Human Resources
 - Waste and Wastewater
 - Financial Reporting
 - Annual audit
 - Investment Reports
 - Budget
- In conjunction with General Manager, contribute to the formation of Council's *Corporate Plan*, and develop annual operating business and resourcing plans across all services of the section to achieve Council's strategic goals

Managing and Operating

- Continuously monitor the section's performance across all key functions to ensure compliance with statutory and contractual obligations across all services to the public and to support the ongoing review and improvement of systems and processes across the section
- Oversee key sectional projects across all programs to ensure they are delivered on time, on budget and to required standard
- Effectively manage major changes within the section including workforce matters and

lead cultural improvement initiatives

Financial Management

- Oversee financial reporting, ensuring accuracy and compliance with statutory requirements
- Coordinate and manage the annual audit process
- Prepare and review investment reports for senior leadership and stakeholders
- Lead the development and monitoring of the annual financial budget, ensuring alignment with strategic objectives

Stakeholder Relations

- Develop and maintain 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
- Cultivate and maintain effective relationships with Councillors, regulators, State and Federal government agencies, residents and ratepayers and community interest groups generally
- Attend Council workshops, Council meetings and Committee meetings as requested, and provide informed advice to Council on any matter within the section's functional responsibilities

Risk and Compliance

- 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
- Develop and maintain operational risk management plans for the section
- Oversee strategic planning, maintenance and lifecycle renewal of assets
- Lead the implementation of mitigation strategies aligned to Council's risk framework
- Ensure Work Health and Safety (WHS) obligations are met across the unit, including oversight of risk assessments, staff inductions, training, and compliance with Council's WHS framework
- Promote a workplace free from discrimination, harassment, and bullying
- Manage the resolution of escalated grievances, discipline issues, cases of bullying and harassment, code of conduct violations in conjunction with Human Resources

Competencies and Skills

- Sound knowledge and understanding of local government, corporate governance, public administration, risk management and financial management
- Demonstrated ability to develop and maintain strong stakeholder relationships at a Council level
- Experience in successful leadership in a local government council or similar public sector organisation
- Proven experience in financial management, audits, and budgeting
- Demonstrated ability to manage diverse teams and achieve results
- Demonstrated success in establishing budgets and managing finances in a complex environment
- Sound judgement and decision-making capability in high-pressure environments

Qualifications/Licences

Essential

- Bachelor's degree in business, Finance, Management, or related field

Desirable	
<ul style="list-style-type: none">• Postgraduate qualifications in a relevant discipline	
Delegations	
Delegations under the Local Government Act and delegations as directed and published in Council's Delegations Register.	
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.	
Date Authorised	January 2026

