

Manager Community and Customer Services

Title: Manager Community and Customer Services

Level: TOC 10

Department: Corporate and Community Services

Employment Type: Permanent, Full-Time (76 hours)

Supervisor: Director Corporate and Community Services

1. Position Objectives

- To effectively and efficiently oversee the delivery of essential local government community services, in line with current and future strategic priorities of the Town.
- Direct supervision and hands on management of the Records, Customer Service, Events and Community Development portfolios.
- Assist the Director Corporate and Community Services to achieve overall strategic goals of the Directorate and wider Town.
- Undertake the required duties and obligations of being the Principal Freedom of Information (FOI) Officer for the Town.

2. Key Duties/Responsibilities

2.1 Employee Management

- Proactive and positive operational leadership of the Records, Community Development, Customer Service and Events teams.
- To effectively and efficiently manage the Records, Customer Service, Events and Community Development teams of the Town. General staff management responsibilities include (but are not limited to); *mentoring and guidance, performance and underperformance management (review and appraisal), identifying training requirements and opportunities, timesheet authorisation, scheduling and leave management.*
- Recruitment, position review and resource planning for areas of responsibility. Maintain professional knowledge of State Records Act 2000, Freedom of Information Act 1982 and other relevant governing legislation to ensure Town compliance with areas of responsibility.
- Ensure timely and accurate essential reporting to internal and external stakeholders (including State and Federal Government Authorities), ensuring portfolio compliance with statutory reporting obligations.



2.2 Freedom of Information

- Receive, prioritise and investigate Freedom of Information (FOI) requests received by the Town, providing accurate and appropriate responses per the Town's statutory obligations.
- Completion of mandatory annual reporting requirements on FOI requests.

2.3 General

- Provide quality and timely advice and reporting to the Director of Corporate and Community Services, Executive team and Chief Executive Officer on relevant matters within areas of responsibility.
- Assist the Director Corporate Services and Executive team in developing and achieving the strategic objectives of the Town of Cottesloe.
- Liaise and consult with community members and stakeholders on matters related to areas of responsibility.
- Seek, suggest and implement relevant policy and procedural reviews and updates for customer service functions of the Town, with a focus on continual improvement.
- Represent the Town on the Universal Access and Inclusion Community Reference Group and the Reconciliation Action Plan Working Group.
- Other reasonable tasks as requested by Director Corporate and Community Services.

2.4 Health and Safety

- Demonstrate personal responsibility towards proactively ensuring both a physically and psychologically safe work environment for all.
- Timely and accurate escalation, reporting and documentation of safety hazards and incidents.
- Commitment to and application of Town Policies and values towards Equal Employment Opportunity, and Work Health and Safety.

2.5 Accountability

- Active participation, professional cooperation and collaboration with internal and external stakeholders of all levels.
- Adherence to and demonstration of the values and behaviours as defined in the Town of Cottesloe Code of Conduct for Employees (2021).
- Ensure personal and team compliance and accuracy in storing and archiving of documentation via the Town's records management system in line with policies and procedures.



3. Organisational Relationships

Responsible to:	Director Corporate and Community Services
Direct Supervision of:	Senior Records Officer (1 FTE) Events Coordinator (1 FTE) Community Development Officer (0.6 FTE) Customer Service and Administration Team (3 FTE approx.)
Key Stakeholders:	
Internal:	Chief Executive Officer Director Corporate and Community Services Town of Cottesloe Staff
External:	Government departments and authorities (State, Federal) Community Groups WALGA General Public

4. Extent of Authority

This position operates with a degree of autonomy under the general direction of the Director Corporate and Community Services.

5. Selection Criteria

5.1 Essential

- Tertiary qualification in Management, Business, Commerce or other relevant discipline, or extensive comparable experience.
- A minimum of five years postgraduate experience preferably within the Local Government industry or Public Sector.
- Demonstrated leadership/ direct supervisory experience, and knowledge of management practices via Australian employment standards, and ability to abide by industrial requirements of the Town.
- Highly developed communication and interpersonal skills, with experience in communicating with a wide range of stakeholders.
- Sound technological skills, including effective utilisation of Microsoft Office Suite. ▪ Strong commitment to continuous improvement at the individual and organisational level, using critical-thinking and creative approaches to overcome challenges.
- Evidence of Australian Working Rights.

- Current National Police Clearance (within 6 months, or ability to obtain).
- Current 'C' Class Drivers Licence.

5.2 Desirable

- Professional experience in a Local Government Authority (WA), Specialist knowledge and/ or experience with any of the disciplines that the position will be responsible for.
- Working knowledge of contemporary community issues.
- Knowledge of the Local Government Act 1995 and meeting procedures.
- Sound appreciation of the role of community organisations.
- Experience in the utilisation of integrated information technology systems and operations in a similar organisation.

6. Appointment Conditions

- Local Government Industry (WA) Interim Award 2021; and
- Town of Cottesloe Enterprise Bargaining Agreement 2022.

Prepared by: Director Corporate and Community Services

Supervisor: Director Corporate and Community Services

Date Prepared: 16 January 2019

Date Reviewed: 23 December 2024

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Director Corporate and Community Services

Signed: _____ Date: _____
Chief Executive Officer