CHARTERS TOWERS
REGIONAL COUNCIL



APPLICATION INFORMATION KIT

MANAGER GOVERNANCE AND COMMUNICATIONS

Message from CEO
Michelle Clarke

Thank you for considering a leadership role with Charters Towers Regional Council.

We are looking for someone with sound experience in the governance of local government who understands the importance of community engagement and will continue to build the capacity of our professional team.

We are a community focused team who are respectful and consistent. These values shape everything we do.

I am a collaborative leader who works with our people to:

- remove barriers and create conditions where teams feel valued and can thrive (service)
- speak openly and listen intently to build trust and transparency (honesty)
- lead with consistency, fairness and dependability (reliability)
- foster collaboration, value every voice and drive continuous improvement together (teamwork)
- follow through on commitments and make decisions with care and accountability (integrity)

If you are looking for a diverse and challenging role that will help shape the governance of Council and keep our community informed, I encourage you to apply. We look forward to welcoming leaders who share our commitment to excellence.





Our COMMUNITY

The Charters Towers Region is located to the south west of Townsville, covers approximately 68,330 km^2, and is intersected by two major highways: the Flinders Highway and the Gregory Developmental Road. This strategic intersection provides access to the Great Barrier Reef to the east, the rugged inland regions to the west, and key transport routes connecting Queensland to the north and south.

Charters Towers, a historic town that rose to prominence during the 1870s gold rush, serves as a hub for the region while promoting the Region's rich heritage in well-preserved colonial architecture that showcases its golden past. Surrounded by picturesque landscapes, the town offers opportunities for outdoor adventures, including exploring the Burdekin River, hiking, and stargazing in the expansive outback skies.

The Region's economy is driven by key industries that include mining, agriculture (particularly the lively cattle industry), healthcare/social assistance, and education. Together, these industries underpin a robust tourism sector that sees large numbers of tourists and visitors drawn to the region.







CTRC MISSION & VISION

WE ARE A
COMMUNITY FOCUSED
TEAM
WHO ARE
RESPECTFUL
AND
CONSISTENT



Our Mission:
"We will listen to, empower, uplift, and benefit our community with high quality services, infrastructure, and policy.

We will continuously improve our internal skills, transparency, efficiency, and planning to ensure we offer the best possible leadership for our region."

Our Vision:
"We are a council that is committed to the continuous improvement and the sustainable future of our region and our communities."

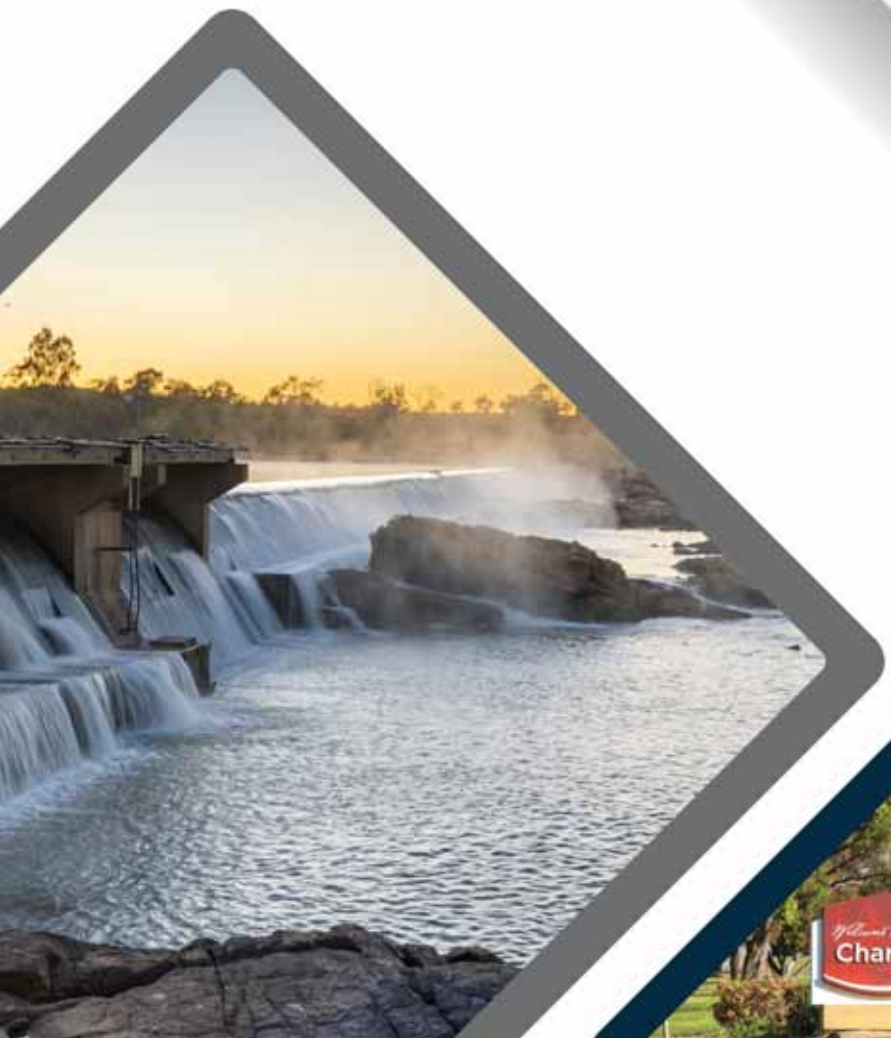


POSITION OBJECTIVE

Leads Council's Executive Services, Corporate Governance and Performance, Enterprise Risk and Compliance, Media, Communications and Community Engagement functions, providing high-level advice and support to the CEO, Executive Leadership Team and Councillors to ensure the Office of the CEO operates in a coordinated, efficient and compliant manner.









ABOUT THE ROLE

Employment Type: Above Award Contract, Full Time, Fixed Term for five (5) years

Location: Charters Towers, QLD 4820

EMPLOYEE BENEFITS

REMUNERATION

Total Remuneration Package in the range of $170,000 – $180,500 per annum is available, dependent on the skills, experience, and qualifications the successful applicant will bring to the role.

- Base Salary
- Council motor vehicle (non-cash benefit)
- 12% Superannuation
- 17.5% Annual Leave Loading
- CPI increase as at 1 July 2027

CONDITIONS

- 5 weeks Annual Leave
- 3 weeks Personal Leave
- 6 months housing provided
- Relocation assistance up to $10,000
- Council supplied mobile phone
- Professional Association Membership (up to $500)
- Uniforms supplied

How to Apply
To submit an application for this position, please email your cover letter detailing how you meet the position requirements as outlined above in the "About You" section and resume to careers@charterstowers.qld.gov.au.

Closing Date
11:59pm Sunday, 6 December 2026.

Late applications will only be accepted at the discretion of the Chief Executive Officer.



KEY RESPONSIBILITIES

Executive Services

1. Lead coordinate and manage the Executive Services function within the Office of the Chief Executive Officer, providing high-level advice and support to the Chief Executive Officer (CEO), Executive Leadership Team (ELT), and Councillors, including informing the CEO of political and sensitive operational issues that may require direct attention.
2. Work, in collaboration with the Executive Assistant to the Chief Executive Officer (EA to CEO) to manage Councillor and Chief Executive Officer calendars, schedule of briefings, Council meetings, committees and community events.
3. Ensure that all agendas, minutes and actions are prepared and delivered within corporate and statutory timeframes for all General Meetings, Special Meetings, Committee meetings and briefings in collaboration with the Executive Assistant to the Chief Executive Officer and Executive Leadership Team.

Audit & Risk Services

4. Oversee the management of Council's internal and external audit functions in collaboration with the Chief Financial Officer, the independent Audit & Risk Committee chair and external providers to adopt the Internal and External Audit Plans and coordinate progress reports to the Audit & Risk Committee.
5. Oversee the integration of Council's Enterprise Risk Management Framework to maintain and review Council's Risk Registers, Corporate Risk Appetite Statement, risk assessments and actions with quarterly reports to the Audit & Risk Committee.
6. Facilitate the coordination, development and awareness of an organisational-wide Business Continuity Plan (BCP) in consultation with the Management Leadership Team including an annual exercise and review.

Disaster Management

7. Support Council's disaster management obligations under the *Disaster Management Act 2003 (Qld)*, including supporting the Local Disaster Management Group (LDMG), the review of the Local Disaster Management Plan and Local Disaster Coordination Centre operations, and lead public information and community warnings during disaster events, as directed by the Chief Executive Officer (Local Disaster Coordinator).



KEY RESPONSIBILITIES

[Continued]

Governance

8. Ensure Council meets its statutory requirements to prepare, review, report and deliver the Council's Community Plan (Corporate Plan), Annual Operational Plan (including quarterly progress reporting), and Annual Report, including engagement with key stakeholders both internally and externally.
9. Develop and implement a Governance Framework that ensures all statutory requirements are met for delegations, policies, registers, information privacy and publication schemes, including oversight of Council's Complaints Management Framework.
10. Oversee the compliance of key corporate responsibilities including, but not limited to, right to information, information privacy and child safety.
11. Coordinate and oversee legal advice on key strategic matters to protect Council's interests, mitigate its liability or manage litigation, contractual disputes or obligations.
12. Manage Council's in house leasing arrangements for relevant contract staff.
13. Prepare strategic reports and budget submissions in accordance with Council's Budget Guidelines for areas of direct responsibility.

Media & Communications

14. Maintain and deliver Council's Community Engagement Strategy in conjunction with relevant stakeholders.
15. Manage and coordinate marketing, media and communication activities for and on behalf of Council, including media liaison, issues management and digital channels in accordance with corporate style and communication guidelines.
16. Implement, and monitor Council's administrative support framework, including policies, training programs, and procedures.
17. Deliver effective liaison and communication with all relevant stakeholders to achieve outcomes.
18. Comply with Council's Work Health & Safety (WHS) Management system including; WHS policies, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the *Work Health and Safety Act 2011 (Qld)*. These obligations include taking reasonable care of their own health and safety and that of others, reporting injuries, incidents and hazards, and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety, including psychosocial hazards. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
19. Comply with reasonable and lawful direction given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the position.

POSITION REQUIREMENTS

Leadership:
Demonstrated successful experience in providing strong, decisive leadership and management in one or more of the following:

- Media and Communications
- Governance, Risk and Compliance
- Executive Services Administration functions of Council.

Strategic Management:
Experience in developing and coordinating an Organisational Unit and contributing to the Directorate and Council's strategic management, including community needs analysis, strategic and operational planning, performance frameworks, and the development of appropriate policies and systems.

Change Management:
Experience in implementing successful change and continuous improvement to build our reputation as an employer of choice and a high performing council.

Community and Customer Service:
Experience in engaging the community and stakeholders to ensure future direction and needs are clearly defined and met, while providing excellence in customer service. Participate in the review, development and improvement of work systems and practices to enhance customer service and meet customer needs in an accurate, responsive, timely and courteous manner.

Workforce Management:
Ability to provide effective workforce management with a focus on performance, building workforce capability, a strong, positive and safe work environment, and a workforce culture consistent with Council's vision, mission and strategy.

Managing Resources:
Competence in the effective management of human, financial, physical and other resources to achieve Council's business objectives and to meet the needs of the community.



POSITION REQUIREMENTS

[Continued]

Representing Council:
Experience in representing and promoting a critical service delivery function within the community, business sector, other local authorities, government agencies and broader environment, and in building and maintaining positive working relationships.

Time Management:
Plan, execute and complete programmes and projects relating to areas of accountability, within set timeframes.

Financial Management:
Prepare or provide input into the development of budgets for areas of responsibility within the Office of the Chief Executive Officer. Monitor and advise the CEO on progress against budgetary expenditure in areas of financial responsibility.

Records Management:
Responsible for making and keeping records in accordance with the *Public Records Act 2023 (Qld)*, information standards and other relevant guidelines and procedures, and ensuring records are captured in Council's authorised recordkeeping system. Handle personal and confidential information in accordance with the Information *Privacy Act 2009 (Qld)*.

Education/Qualifications:
Tertiary qualifications in a relevant discipline (such as Business Administration, Communications, Local Government, Governance) and/or significant relevant experience in a relevant Management level related role.

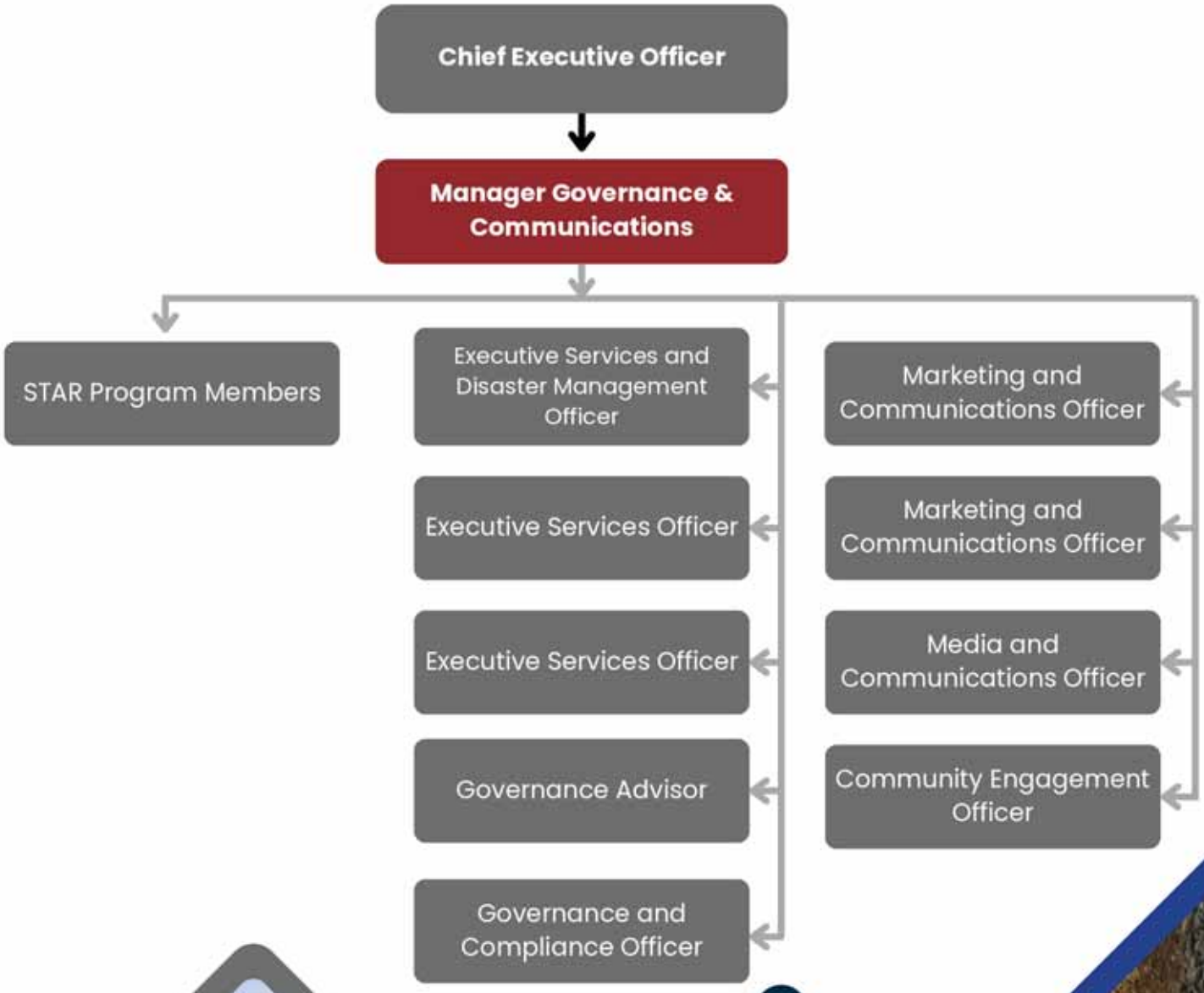
Licences:
Essential:

- Possession and maintenance of a current Queensland 'C' class drivers' licence.
- Possession and maintenance of a current Queensland 'Working with Children's check (Blue Card).
- Ability to obtain and maintain appointments as an Authorised Person under relevant legislation.



ORGANISATIONAL RELATIONSHIPS

- **Directorate:** Office of the Chief Executive Officer
- **Reports to:** Chief Executive Officer
- **Directly supervises:** Executive Services and Disaster Management Officer, Executive Services Officer/s, Marketing and Communications Officer/s, Media and Communications Officer, Governance Advisor, Governance and Compliance Officer, Community Engagement Officer and Short-Term Administrative Relief (STAR) Staff.









Contact Us

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