



Position Description

Group Manager Corporate Services

Date: August 2026

Division: Corporate Services

Position title:	Group Manager Corporate Services
Classification:	Grade 14 of Council's Salary Structure Band 4 Level 2 of the Local Government (State) Award 2023
Reports to:	General Manager
Direct reports:	Team Leader Customer Service, Governance Officer, Strategic Communications Officer, Procurement and Contracts Management Officer, Senior IT Support Officer, and Group Support Officer
Liaison:	Internal – committees, staff at all levels, management and executive External – customers, consultants, contractors, government departments, community organisations, professional associations.
Position purpose:	- Lead and manage Council's Corporate Services Group, including: - Procurement and contract management. - Customer service team to ensure that Council can provide high standards of customer service, including capturing and responding effectively to customer requests in person and electronically, communicating effectively with customers and maintaining records in an efficient and compliant manner. - Council's external communications and media. - Council's governance and risk systems to comply with legislative requirements, manage risks, prevent fraud and corruption, and promote continuous improvement. - Information Communications Technology (ICT) service area to provide efficient and effective services to support council operations. - Provide leadership and management of Council's governance and risk system to comply with legislative requirements, manage risks, prevent fraud and corruption, and promote continuous improvement. - Undertake the duties of Public Officer. - Lead and manage the coordination of Council's integrated planning and reporting to meet legislative requirements and timeframes.
All activities comply with all Work Health and Safety legislation, policies and procedures. All staff are expected to demonstrate behaviours that align with Council's core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. Multi-Factor Authentication (MFA): The incumbent may be required to use multi-factor authentication to access certain systems and data. This security measure is implemented to ensure the protection of sensitive information and to comply with Council security practices.	

1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service.

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values:	Unity	We succeed as a team with integrity and accountability Indicators: no dishonesty; mistakes are identified and corrected.
	Safety	Keeping our people and community safe Indicators: Hazard reporting is high; incident occurrence is low.
	Commitment to Service	We use resources efficiently in an equitable manner Indicators: Council service is fair, tailored and within resources.

Council service principles:

Respect	<i>All people are equal</i>
Accountability	<i>In the interest of the community</i>
Honesty	<i>We act on facts</i>
Efficiency	<i>Value-for-money use of resources</i>
Equity	<i>We are genuinely fair</i>
Communication	<i>We are clear and concise</i>

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Qualification and Compliance Training Requirements

This position has the following mandatory requirements:

- Tertiary qualification in law, business, public administration, corporate governance, or similar; or transferable equivalent demonstrated experience.
- Current National Police Check
- Hold and retain a current C class driver licence

Additional individual training and professional development opportunities will be discussed throughout the year to develop an individual training plan for this position.

3. Responsibilities, Competencies and Accountabilities

Core Responsibilities

- Provide strategic and operational advice to the General Manager, Council, and Management Executive Team, contributing to Council's strategic direction and leadership.
- Represent and promote Council across diverse stakeholder groups including community, business, government, and elected officials.
- Attend and support Council meetings, committees, and strategic briefings, ensuring alignment with corporate service delivery.
- Lead the coordination and development of Council's integrated planning and reporting suite, including strategic, operational, and statutory documents.
- Oversee governance, risk, and compliance frameworks including internal audit, insurance, fraud prevention, and the Audit, Risk and Improvement Committee.
- Act as Public Officer and primary liaison for legal matters, ensuring statutory obligations are met.
- Drive continuous improvement in governance and policy development, including staff training and executive support.
- Provide strategic leadership and coordination of corporate services operations, ensuring alignment with Council's transformation and strategic plans.
- Lead and mentor managers and staff to foster a high-performing, customer-focused, and values-driven workplace culture.
- Manage financial planning, budgeting, procurement, and reporting across the corporate services directorate.
- Ensure compliance with Council policies, WHS, risk management, and EEO standards to maintain a safe and ethical work environment.
- Oversee statutory reporting, acquittals, and performance monitoring to meet legislative and organisational requirements.
- Lead innovation and continuous improvement initiatives to enhance service delivery and operational outcomes.
- Manage the Customer Service team, ensuring quality service delivery, records management, and public communications.
- Oversee ICT operations including infrastructure, user access, vendor coordination, and strategic technology planning.
- Provide internal IT support and strategic advice to the Executive, ensuring systems meet operational needs.
- Coordinate external service providers for technology and communications infrastructure, ensuring reliability and efficiency.
- Undertake professional development and other duties as required to support the role and Council's strategic objectives.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response

to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Local Government Award for Band 4 Level 2.

Performance Measures

As per those set out in the annual performance assessment.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in relevant Plans and the broader community services delivery outcomes as detailed in Councils Integrated Planning and Reporting suite of documents.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to guarantee adherence to such objectives and budgets.

4. Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to one's professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Make sure that personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.

- Adhere to Council plans, policies, and protocols and (as required) actively document and revise procedures to make sure they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Council's Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

5. Selection Criteria

Required licences and qualifications

- Tertiary qualification in law, business, public administration, corporate governance, or similar; or transferable equivalent demonstrated experience.
- Current National Police Check
- Hold and retain a current C class drivers licence

Essential Criteria

- Demonstrated experience in applying legislation and successfully delivering initiatives in governance and risk.
- Proven ability to develop and implement systems and processes to meet the organisation's legislative compliance.
- Demonstrated ability to problem-solve, lead, mentor, and motivate a team to deliver outcomes and provide innovative solutions in a complex environment.
- Excellent verbal and written communication skills, with strong interpersonal skills, and a high level of computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, and PowerPoint), with advanced word processing skills.

Desirable Criteria

- Experience working in a similar role in a local government environment.

6. Acknowledgment

I have received and read the position description as detailed above.

Signature:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are regularly reviewed to make sure they are current and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.