Position Profile
1022 – Manager Customer Response – Customer Response

About Council
The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2020-2024 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.

Our Vision
Australia’s most sustainable region – healthy, smart, creative.

Our Purpose
To serve the community with excellence and position the region for the future.

Branch Role
To ensure the education, safety and amenity of the Sunshine Coast Community.

Position Focus
Providing leadership to the functional teams within the Branch, developing strategies and plans to achieve corporate goals, managing efficient operations, and promoting a customer centric culture.

Our Values
Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships
Being our best by continuing to learn, grow, challenge and change
Working as one team across the organisation and with our community
High standards in our conduct, service and governance
Service excellence for our customers and each other
Our Corporate Plan Goals

1. **A Smart Economy** - A prosperous, high-value economy of choice for business, investment and employment.

2. **A Strong Community** - In all our communities, people are included, treated with respect and opportunities are available to all.

3. **A Healthy Environment** - Maintaining and enhancing the region’s natural assets, liveability and environmental credentials.

4. **Service Excellence** – Positive experiences for our customers, great services to our community.

5. **An Outstanding Organisation** - A high performing, innovative customer-focused organisation marked by great people, good governance and regional leadership.

Position Summary

<table>
<thead>
<tr>
<th>Position title</th>
<th>Manager Customer Response</th>
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<tbody>
<tr>
<td>Position number</td>
<td>1022</td>
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<tr>
<td>Reports to</td>
<td>Group Executive Customer Engagement and Planning Services</td>
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<tr>
<td>Position type</td>
<td>Establishment</td>
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<tr>
<td>Position classification</td>
<td>Executive Contract</td>
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<tr>
<td>Group</td>
<td>Customer Engagement and Planning Services</td>
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<tr>
<td>Branch</td>
<td>Customer Response</td>
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<tr>
<td>Team</td>
<td>Branch Management</td>
</tr>
<tr>
<td>Employment area</td>
<td>Sunshine Coast</td>
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<tr>
<td>Current Location</td>
<td>Sunshine Coast Regional Council area</td>
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<tr>
<td>Team leadership/supervision</td>
<td>Branch Leadership as per assigned functional areas.</td>
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<tr>
<td>Internal liaison</td>
<td>Councillors, Managers, Executive Leadership Team (ELT) and all employees.</td>
</tr>
<tr>
<td>External liaison</td>
<td>Federal and state government departments, local government authorities, community groups, media and community members.</td>
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<tr>
<td>Delegations</td>
<td>As per Council’s Delegations of Authority relating to financial, administrative, human resource management, Workplace Health &amp; Safety (WH&amp;S) and environmental management responsibilities.</td>
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<tr>
<td>Date last reviewed</td>
<td>03 August 2020</td>
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Leadership at Sunshine Coast Council

Council leaders are expected to role model the performance standards, values, behaviours and attitudes which are integral to our workplace culture and to our reputation as an outstanding organisation. The manager operates at a senior leadership level, with particular emphasis in the following areas:

- **Great Leadership** – exemplifying behaviours at personal and organisation levels which engage, motivate and inspire employees.

- **Quality Relationships** – committing to professional, collaborative relationships across the organisation.

- **Productive Partnerships** – building close working connections with key government, community and business stakeholders.

- **Customer Service** – leading the delivery of positive experiences for our customers (internal and external) and great services for our community.

- **Performance Excellence** – driving Branch and organisational performance to deliver better outcomes for the region and its many, diverse communities.

Key Responsibilities

- Work closely with the Group Executive to develop the strategic direction, focus, and service delivery of the branch
• Provide strategic and operational advice and information to the Executive Leadership Team on Branch functions, services and opportunities
• Translate the Council strategy agenda into key initiatives, projects and service delivery activities at Branch level
• Lead the oversight and review of Council’s local laws in line with community expectations, and maintaining a customer centric focus
• Establish and maintain a strong and positive working relationship with key internal and external stakeholders, including Councillors, to deliver aligned services to the community and respond quickly and effectively to emerging issues
• Foster a workplace culture that values people, diversity and inspires workplace behaviours consistent with the corporate values
• Initiate and lead the promotion of strategies which encourage a self compliance environment in the community in order to reduce the need for regulatory action
• Lead positive change processes within the Branch to ensure an engaged workforce
• Identify opportunities to strategically improve and develop the Branch’s services
• Engage and empower employees to have a clarity or purpose, make sound decisions and promote a customer focus
• Foster continuous improvement in all areas of policy development, operations and service delivery
• Ensure increased efficiencies and improvement in service delivery through operational improvements, innovation and economies of scale
• Ensure the Branch operates within its annual budget by providing sound financial management
• Maintain strong governance and ensure relevant legislative and statutory obligations are fully understood and delivered
• Provide contemporary leadership and management in the delivery of customer focused services
• Identify and action opportunities for integration within the Branch, across the organisation and with other agencies to lead to improved performance, customer satisfaction and best value
• Develop and implement up to date customer engagement strategies based on customer demand and industry best practice
• Develop strong partnerships with other relevant agencies and tiers of government to foster a consistent approach and response to activities where there are common goals and legislative obligations
• Ensure personal safety and the safety of others by following council policies and procedures, cooperating with all reasonable instructions and actively participating in all health & safety training and consultation
• Demonstrates a highly visible and strong commitment to health and safety. Leading a safety culture that recognises, rewards and celebrates safe behaviours and practices. Ensures policy, resources and mechanisms are in place to support and monitor performance and organisational compliance. Works in unison with other leaders to encourage and empower others to contribute to a healthy and safe workplace
• Such other relevant duties as required from time to time which would generally fall within the scope of this position

Key Requirements

Mandatory Requirements / Experience

• Bachelor degree qualification in Business, Law, Science or other related field, with demonstrated experience as a senior manager in a large organisation
• A proven understanding and track record of achievement in what it takes to meet the responsibilities of the role, particularly in the context of the organisation’s size, circumstances and diversity
• Strong transformational leadership and management skills capable of inspiring vision and direction to position the Branch to meet its objectives required to deliver on Council’s corporate plan and its vision for the region and the community. Fostering a workplace culture reflective of the corporate values
• High level interpersonal and communication skills with particular emphasis in the areas of advocacy, influence, negotiation, conflict resolution and assertiveness in order to resolve issues, meet changing organisational needs, and enhance outcomes for the community
• Experience in navigating contentious and sensitive community issues with stakeholders including Councillors, media and community members
• Excellent understanding of the operation and review of local laws and local government regulatory processes
• Driver’s Licence – “C” class

Desirable Requirements / Experience
• Relevant post graduate qualifications
• Experience in local government

Corporate Requirements
• Commitment to the agreed Sunshine Coast Council values and behaviours
• Compliance and adherence to Code of Conduct
• Participation in Performance Review and Planning
• Availability to work across council locations
• Commitment to the Work Safe : Live Well 7 Safety Essentials
  Be fit for work  ▪ Look after yourself and others  ▪ Manage risk - if it’s not safe don’t do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.
Recruitment process
1022 – Manager Customer Response

Vacancy number 439
Contact person James Ruprai
Contact details 5420 8075

What to include in your application

Your written application should include:

- a covering letter detailing your suitability for the role in Council including your ability to fulfil the key responsibilities and requirements of the position, including details of any specific or mandatory qualifications – 2-3 pages maximum; and
- a current resume or curriculum vitae.

Submitting your application

- **External candidates**: submit online at https://careers.sunshinecoast.qld.gov.au/
- **Internal employees**: Online via PeopleHUB > Careers.
- Both PDF and Word documents are accepted file formats, with a preference for PDF.

Additional information

- Additional information for applicants is available at www.sunshinecoast.qld.gov.au
- A range of assessment methods may be used to assist selection, including psychometric testing and competency based testing on occasions.

Sunshine Coast Council is an equal opportunity employer that values cultural and physical diversity. Through our Reconciliation Action Plan, Sunshine Coast Council also supports social and economic opportunities for Traditional Owners, the Kabi Kabi and Jinibara people and the broader First Nations community and as such strongly encourages local, First Nations people to apply.