



Our Wyndham  
Towards 2040



# DIRECTOR

CORPORATE SERVICES

## Position Snapshot

Be bold and creative in this rare opportunity to join Wyndham City as the Director Corporate Services synthesizing the interface between the Council, Council Plan, the Business Operating Model and Service Planning. This entails leading a range of functions including Finance, People and Capability, Corporate Affairs, Customer Service, Business Performance and IT including Council's Technology One implementation project.

As a key member of the Executive team, you will take responsibility for supporting the organisation to achieve exceptional customer and community outcomes and ensure the sustainability of the organisation to deliver the best future economic and social outcomes. This role is critical in supporting the CEO to provide the Council with the best quality advice to help it make optimal decisions regarding the prosperity and wellbeing of the community. Critically, you will ensure the provision of integrated strategy and governance advice to the organisation will remain essential to enhancing organisational and community outcomes.

As part of the Executive Leadership Team, shape a strategic vision and inspire an organisational culture that delivers *Our Wyndham, Towards 2040* and high-quality services and outcomes for the community.

**Tenure: Full-time, performance-based, up to 5 year contract**

## Your Directorate

Function	Purpose
<b>Finance</b>	Includes: Debtor Management, Finance Management, Finance Operations (Rates & Transactional Services), Procurement
<b>Corporate Affairs</b>	Includes: Governance, Strategic Communications, Marketing & Tourism, Legal, Freedom of Information.
<b>People and Capability</b>	Includes: Capability & Culture, Health & Safety, HR Systems, Analytics & Payroll, People & Partnerships
<b>Customer Service</b>	Includes: Customer Interaction & Experience, Customer Service
<b>Business Performance</b>	Includes: Continuous Improvement, System Transformation, The Wyndham Way, Service Re-design, change management
<b>Information &amp; Technology</b>	Includes: Business Transformation (Technology One Implementation), Governance Capacity & Planning, Enterprise Architecture, Business Systems (Applications), IT Operations, (incl. Cyber Security & Service Desk).

<b>Directorate Budget</b>	\$53M
<b>Directorate FTE</b>	247
<b>Delegated Authority</b>	Financial delegated authority of up to \$500,000

## Your Sphere of Influence and Key Relationships

<b>Reports to</b>	Chief Executive Officer
<b>Internal</b>	Mayor and Councillors Executive Team Corporate Services Management Team Senior Leadership Team
<b>External</b>	Federal and State Politicians Government Agencies and Authorities (State and Federal) Local Government Bodies and Professional Associations Business and Community Leaders Council Committees Wyndham Community Service Providers and Consultants

## Your First 12 Months

To be successful in your first 12 months you will need to focus on and move forward with the following key priorities:

- To be determined with the successful applicant.

## Leading Our Wyndham, Towards 2040

We are passionate about attracting the right people with the right personal attributes to inspire staff to stay focussed on the vision: *Our Wyndham, Towards 2040*.

## Your Personal Attributes

<b>Competencies</b>	<ul style="list-style-type: none"> <li>▪ <b>Strategic thinker</b> – you are able to create and articulate a shared vision that inspires and influences staff and Councillors to achieve the organisational vision and meet community aspirations.</li> <li>▪ <b>Innovator</b> – you are able to foster a creative and dynamic environment that facilitates innovative problem solving and drives efficiencies, a high-performance culture and excellence in service delivery.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ <b>Communicator</b> – you can develop and maintain positive relationships with key stakeholders and create a culture of proactive, inclusive, respectful and courageous communication. You also have a high degree of political acumen and approach all situations and relationships with a clear perception of the political context and reality.</li> <li>▪ <b>Leader</b> – you lead by example and can inspire and motivate staff to live the organisational values, strive for excellence and embrace continuous improvement, self-awareness and life-long learning.</li> <li>▪ <b>Change agent</b> – you are agile and comfortable with change and you are able to manage, support and motivate staff through change to achieve benefits for the organisation and the community.</li> <li>▪ <b>Team player</b> – you strongly support a collaborative culture and you are able to motivate, empower and challenge staff and Councillors to work as part of dynamic teams to achieve great things for the community.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Relevant tertiary qualifications in a related field and preferable additional studies in business, strategic planning and/or leadership.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated senior level experience in a complex and challenging organisation and management of a large multi-disciplinary team.</li> <li>▪ Proven ability to establish and lead a high-performance management team to deliver organisational change and innovative service and business improvements.</li> <li>▪ Proven ability to establish and lead a high-performance management team</li> <li>▪ Experience in driving and leading a customer or community centric service model to achieve best value and excellence in service delivery.</li> <li>▪ Track record of effective engagement with government agencies, industry and professional associations, business groups and the wider community.</li> <li>▪ Demonstrated experience in undertaking or leading advocacy activities to achieve positive outcomes that align with strategic goals.</li> </ul>
<b>Specialist skills and knowledge</b>	<ul style="list-style-type: none"> <li>▪ A strong background in leading Corporate Services functions and sound understanding of strategy development, performance monitoring, reporting and project management.</li> <li>▪ Commercially astute, with a strong business acumen and commitment to developing staff.</li> <li>▪ A knowledge of local government would be beneficial, but more important is the capability and passion to deliver outstanding results for the community.</li> <li>▪ Demonstrated ability to understand, interpret and apply relevant Federal, State and Local legislation particularly in the areas of management and community service provision and reporting.</li> <li>▪ Demonstrated skills in project management, strategic planning and service planning.</li> </ul>



## Your Key Responsibilities

<p><b>Strategic</b></p>	<ul style="list-style-type: none"> <li>▪ Contribute to the <b>strategic direction</b> of the organisation, ensuring programs that enable the sustainable achievement of Council objectives and the aspirations of the community.</li> <li>▪ Undertake and drive sound <b>service planning</b>, ensuring decisions are informed, strategic and integrated across the organisation.</li> <li>▪ Develop and manage <b>business plans and budgets</b> incorporating broad organisational priorities, goals and objectives that deliver on the City Plan and <i>Our Wyndham, Towards 2040</i>.</li> <li>▪ Apply understanding of the <b>political, social and legal environment</b> and organisational context of Council to all initiatives and actions.</li> <li>▪ Provide <b>peak level advice</b> to Councillors and the CEO as well as direction within the organisation about the evolution and efficacy corporate services.</li> <li>▪ <b>Identify strategic threats and opportunities</b> which could impact the organisation and participate in developing and implementing mitigating responses.</li> </ul>
<p><b>Corporate</b></p>	<ul style="list-style-type: none"> <li>▪ Always live the City of Wyndham values and management behaviours setting a strong example.</li> <li>▪ As part of the Executive Leadership Team inspire an <b>organisation culture</b> that rewards innovation, continuous improvement and service excellence.</li> <li>▪ Work across the organisation to secure <b>cross-divisional cooperation</b> and collaboration to achieve best value for money and high-quality outcomes for the community.</li> <li>▪ Build a <b>community first focus</b> that encourages positive and proactive communication and interaction with all community members and stakeholders.</li> <li>▪ <b>Represent the organisation</b> at formal ceremonies and events on all occasions ensuring a high and appropriate public profile.</li> </ul>
<p><b>Divisional</b></p>	<ul style="list-style-type: none"> <li>▪ Lead and manage the <b>strategic policy direction, planning and implementation</b> of the Corporate Services portfolio.</li> <li>▪ Drive <b>organisational improvements</b> ensuring Wyndham delivers effective, high quality, targeted and best value services that meet the changing and growing needs of the community.</li> <li>▪ Provide <b>consistent and thoughtful leadership</b> to the directorate to enable departments to excel in their activities and functions.</li> <li>▪ Anticipate challenges and opportunities and lead an effective response to <b>enhance the efficacy and continuity of corporate service</b>.</li> <li>▪ Develop, mentor and empower staff to <b>build leadership capacity</b> and a high-performance culture.</li> <li>▪ <b>Oversee and review</b> directorate managers and team performances in line with service planning, Council Plan objectives and <i>Our Wyndham, Towards 2040</i>.</li> <li>▪ Lead and coordinate <b>the effective, efficient and sustainable management</b> of the human, , financial and information resources of the division.</li> <li>▪ Implement a customer centric and best value philosophy to service delivery and <b>continuous improvement</b> across the directorate.</li> <li>▪ Ensure the directorate is <b>responsive, open and engaging</b> to the needs, concerns and aspiration of the community.</li> </ul>

## Shared Organisational Responsibilities

<b>Organisational Values</b>	<ul style="list-style-type: none"> <li>Uphold and promote Council's values.</li> </ul>
<b>Health and Safety</b>	<p>Ensure senior leaders prioritise satisfying the requirements of the organisational Health and Safety Policy, the Safety Management System and consistently demonstrate "leading by example" to staff, contractors and visitors consistent with a mature and effective safety culture. This may include supporting and monitoring Health and Safety initiatives, continuous improvement, and acknowledgment of good safety practice throughout your Directorate.</p> <p>These responsibilities should include (but not be restricted to):</p> <ul style="list-style-type: none"> <li>holding staff in senior leadership roles accountable for proactively managing Health and Safety matters within their areas.</li> <li>sponsoring adherence to a Safety-First culture by regularly participating and contributing to organised events which promote Health, Safety and Wellbeing.</li> <li>knowing, discussing and encouraging improvement of Health and Safety KPIs.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>Undertake responsibilities in line with all Council policies related to the position including: Equal Employment Opportunity, Record Keeping, Procurement, Staff Management and Community Engagement.</li> </ul>
<b>Legislative Framework</b>	<ul style="list-style-type: none"> <li>Complete responsibilities of this position in line with the relevant legislative framework for the directorate.</li> <li>Ensure all relevant legislation, standards, and codes of practice are identified, monitored and reviewed for all sections of the directorate.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Adopt a proactive risk management approach to all Council activities that the directorate is responsible for and in accordance with Wyndham's Risk Management Policy.</li> <li>Create an environment where managing risk is accepted as the personal responsibility of each employee.</li> </ul>

## Inherent Requirements of the Position

The below lists the demands and work environment required in order to perform the essential functions of the position:

<b>Office Duties</b>	<ul style="list-style-type: none"> <li>Sitting at a workstation on an adjustable office chair, general office-based work, using a computer for up to one hour at a time, followed by a break.</li> <li>Includes general office-based work such as handling files, various paperwork, attending phone calls and customer enquiries.</li> </ul>
<b>Driving</b>	<ul style="list-style-type: none"> <li>Required to drive private or Council owned vehicle.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Driving Private/Council owned vehicle/s whilst carrying out the responsibilities of the position.</li> </ul>

## Selection Criteria

- Relevant tertiary qualifications in Business, Leadership and/or Strategy.
- Highly developed analytical and lateral thinking skills and the ability to take the initiative, drive change and implement innovations.
- Demonstrated senior level experience in a complex and challenging organisation and management of a large multi-disciplinary team.
- Significant experience and high-level technical skills in strategy development, business planning and financial management.
- Proven ability to establish and lead a high-performance management team.
- Track record of effective engagement with government agencies, industry and professional associations, business groups and the wider community.
- Experience in driving and leading a customer or community centric service model to achieve best value and excellence in service delivery.
- Demonstrated experience in undertaking or leading advocacy activities to achieve positive outcomes that align with strategic goals.
- Proven experience to effectively manage complex issues within a highly political and complex environment.
- Excellent interpersonal, negotiation and persuasion skills, with the ability to use discretion and judgement in a complex business and political environment.
- Demonstrated ability to understand, interpret and apply relevant Federal, State and Local legislation particularly in the areas of management and community service provision and reporting.
- Demonstrated skills in project management, strategic planning and service planning and community service planning and delivery.

<b>People Services – Internal Use Only</b>	
<i>Position Number(s):</i>	
<i>PD Current as at:</i>	9 January 2024

## How to Apply

Position description can be obtained online by visiting [www.peterwilliampartners.com/job-applications/](http://www.peterwilliampartners.com/job-applications/)

Applications must include resume and a one page cover letter outlining your expression of interest and relevant expertise for the position, attached as MS Word or PDF, to be submitted via [info@peterwilliampartners.com](mailto:info@peterwilliampartners.com). If you experience any difficulty in lodging your application, please contact: [info@peterwilliampartners.com](mailto:info@peterwilliampartners.com)

**Enquires:** Dean Unkles, Managing Partner, Peter William Partners  
+61 433 822 718 | [dean.unkles@peterwilliampartners.com](mailto:dean.unkles@peterwilliampartners.com)

**Queries close:** 12pm AEDT Tuesday 13<sup>th</sup> February 2024

**Applications close:** 5pm AEDT Thursday 15<sup>th</sup> February 2024

*Peter William Partners have been exclusively retained by Wyndham City Council to deliver this executive search. Any unsolicited applications will be redirected to Peter William Partners and managed via the campaign. This position is only open to applicants with relevant rights to work in Australia.*

