Council Vision:

We put our Pyrenees communities at the centre of all decision-making. Through our focus on wellbeing, community connections, and supporting all life stages, we aim to create vibrant, resilient, inclusive communities where visitors and residents want to live, invest and thrive. Our Vision is for a vibrant shire where economic growth and innovation go hand-in-hand with supporting key industry sectors, the natural environment and small-town sustainability.

POSITION TITLE	Executive Manager Customer & Response
AWARD CLASSIFICATION	Pyrenees Shire Council Enterprise Agreement 2023
BAND	Senior Officer
DEPARTMENT	Customer & Response
LOCATION	Beaufort, with work across the municipality as required
INCUMBENT	
TERM OF TENURE	Fixed-term contract; 1.0 FTE
START DATE	
APPROVED DATE	11/11/26
REVIEWED DATE	11/11/26
APPROVED BY	Chief Executive Officer

Council Values



Community Centred

In everything we do, we consider the benefit and impact to our community.



Accountable

We take ownership of our actions and deliver on our commitments.



Responsive

We respond promptly and respectfully to our community.

Pyrenees Shire Council is an equal opportunity employer

ORGANISATIONAL RELATIONSHIPS:		
Reports to:	Chief Executive Officer	
Supervises:	Senior Communications & Advocacy Officer; Customer Service Supervisor; Rostering & Program Lead; Emergency Management & Response Coordinator (and the teams reporting to these positions)	
Internal Liaison:	Chief Executive Officer; Mayor and Councillors; Executive Leadership Team; Managers and Coordinators across all directorates; all employees	
External Liaison:	Community members, groups and businesses; Emergency services and recovery agencies;	Government departments and Members of Parliament; Other councils, peak bodies, funding bodies and media

Position Overview

The Executive Manager Customer & Response provides strategic leadership in embedding a customer-first and community-focused culture across Pyrenees Shire Council, ensuring Council's services, systems and practices are responsive, accessible and aligned with Council Plan priorities.

As a member of the Executive Leadership Team, the position drives organisational improvement, strengthens service integration and leads the development of contemporary, efficient and customer-focused service delivery models across Council. It provides strategic oversight of customer service, library and resource centres, communications and advocacy, and emergency management and community response, ensuring effective coordination, clear accountability and a consistent approach to meeting community needs before, during and after emergencies.

The position works collaboratively across directorates to identify opportunities for innovation, improve customer experience, strengthen community engagement and responsiveness, and support informed, evidence-based decision-making that delivers sustainable outcomes for Council and the community.

1. POSITION KEY SELECTION CRITERIA

1.1 Essential

1. Demonstrated success in a senior leadership role, leading organisation-wide cultural and operational change with a strong customer and community focus within a Local Government setting.
2. Proven experience designing and implementing customer experience strategies, integrated service delivery models and performance measures, using data and customer insights to drive improvement.
3. Demonstrated ability to influence and work collaboratively across an organisation, and with senior internal and external stakeholders, to improve accountability and remove barriers to good service.
4. Sound understanding of Victorian emergency management arrangements and the role of local government in emergency planning, response, relief and recovery, with experience leading or contributing to emergency or recovery operations.
5. Highly developed communication, negotiation and advocacy skills, including experience advising and preparing reports for Councillors or a Board and senior executives.
6. Demonstrated financial, people and resource management skills, including management of budgets and externally funded programs.

1.2 Desirable or highly regarded

1. Experience leading service reviews and/or customer service improvement program.
2. A tertiary qualification in business, management, public administration, emergency management or a related discipline, with a postgraduate qualification highly regarded.

2. KEY RESPONSIBILITIES AND DUTIES:

2.1 Position Responsibilities

2.1.1 **Leadership and Culture**

a) As a member of the Executive Leadership Team, contribute to the strategic leadership and performance of Council.
b) Lead cultural and operational change across Council to embed a customer-first, community-focused culture (rather than simply managing the functions reporting to the position).
c) Champion organisation-wide thinking over silos and build a high-performing, accountable department.
d) Build a high-performing and accountable Customer & Response department.

2.1.2 **Cross-Organisational Influence and Accountability**

a) Work with Directors and Managers to improve accountability, remove barriers to service excellence and ensure consistent customer-focused practices across Council.
b) Establish organisation-wide standards for managing customer requests, complaints and service commitments.
c) Advise the Chief Executive Officer and Executive Leadership Team on service performance, customer insights and opportunities for innovation.

2.1.3 **Customer Service and Library/Community Resource Centres**

a) Lead the development of contemporary, integrated service delivery models across Council that are responsive, accessible and efficient.
b) Lead the development of Council's Customer Service Charter, service standards and performance measures.
c) Use customer data, feedback and complaints to drive evidence-based improvements across all directorates and within the library program.
d) Implement a service review of customer service and library/resource centre functions

2.1.4 **Communications, and Advocacy**

a) Oversee Council's communications, media, issues management and emergency communications.
b) Contribute to Council's Community Engagement and Communication Framework.
c) Support the development and delivery of Council's advocacy priorities.

2.1.5 **Emergency Management and Community Response**

a) Lead Council's emergency management, relief, recovery and resilience responsibilities, including externally funded programs.
b) Oversee the Municipal Emergency Management Plan and support the Municipal Emergency Management Planning Committee.
c) Integrate community response with customer service and communications, so communities receive coordinated support before, during and after emergencies.
d) Undertake statutory municipal emergency management roles as appointed by the Chief Executive Officer and participate in emergency on-call rosters.

2.1.6 **Planning, Performance and Resources**

a) Develop and deliver the department's business plan, budget and Council Plan initiatives, and report to the Chief Executive Officer, Executive Leadership Team and Council.

2.1.7 **Corporate Accountability, Responsibility and Compliance**

<u>Financial</u>

a) Ensure sound, sustainable financial, resource and asset management which considers proper use, care and maintenance of council's assets relevant to delivery of service.
b) This position requires the ability to support in achieving funding bodies requirements associated with grant funded projects.
c) Supports the management and control of budgetary constraints and external funding acquittals relevant to the service.

<u>Compliance</u>

a) This position has delegations in accordance with the Local Government Act. Responsibilities must be exercised in accordance with Council's Delegations of Authority.
b) Ensure compliance with Council policies and procedures that are relevant to the position, including compliance with legislative obligations and behavioural expectations relating to equality, non-discrimination, anti-bullying, privacy, and Council's Codes of Conduct.
c) All employees / contract staff shall create full and accurate records of work-related decisions and activities, including capture of records into corporate electronic document management system.

Accountability and Responsibility

a) Efficient and effective utilisation of Council's resources, including the reporting of property damage, theft, or other losses immediately.
b) All staff shall create full and accurate records of work-related decisions and activities; and save these records into the corporate electronic document management system in accordance with Council's Records or Information Management Policies
c) Oversee and ensure compliance with regulatory requirements related to corporate governance, health and safety, industrial relations, risk management, delegations and financial reporting
d) Provide quality customer service and demonstrate Council's values in all aspects of the role.
e) Assist with emergency management activities as required, including duties outside the usual role during an emergency.
f) Undertake other duties as directed within the employee's skills and capability.

2.2 Child Safe Standards

a) Pyrenees Shire Council is committed to providing an environment that protects the safety and wellbeing of children and young people; where children and young people are respected, listened to, valued, and encouraged to reach their full potential.
b) All staff must adhere to Council's Child Safety & Wellbeing Policy and Framework and ensure that any reasonable suspicion of abuse or serious neglect to children or young people is reported.

2.3 Risk Management and Health Safety & Wellbeing

All employees must:

a) Take reasonable care for their own health, safety, and wellbeing; and for the health, safety, and wellbeing of anyone else who may be affected by their acts or omissions in the workplace.
b) Cooperate and abide with all safe working procedures developed by the Pyrenees Shire Council and any other action taken by Council to comply with relevant occupational health & safety legislation or regulation.
c) Actively participate in the identification and documentation of workplace hazards, and the development of safe working procedures.
d) Actively encourage other employees to work safely.
e) Ensure Council's risk management and OHS policies and procedures are observed and complied with at a personal level.
f) Understand, apply, and encourage others to observe Council's risk management and OHS policies and related procedures.
g) Ensure the physical security of all property, equipment, and buildings within your area of control or influence.
h) Report any incident resulting in personal injury immediately.
i) Actively reduce Council's risk exposure by reporting any issue that may result in an insurance claim (or lead to potential future injury or loss) including incidents, security issues, and all safety hazards and near misses

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

a) Accountable to the Chief Executive Officer for the performance and budget of the department.
b) Wide freedom to act within the Council Plan, policies, budgets and delegations.
c) Advice and decisions may substantially affect Council and the community.

4. JUDGEMENT AND DECISION MAKING

a) Undertakes high-level analysis to formulate organisation-wide decisions and approaches.
b) Navigates complex, ambiguous and politically sensitive situations, including during emergencies.

c) Develops strategic options for the Chief Executive Officer and Council.

5. INTERPERSONAL SKILLS

a) Influences Councillors, executives and agencies to build support for change.
b) Negotiates and builds effective partnerships.
c) Communicates with empathy, including during and after emergencies.

6. MANAGEMENT SKILLS

a) Leads a diverse department of experienced and specialist employees.
b) Champions change and gives teams real ownership of delegated activities.
c) Applies strategic planning, financial, program and risk management skills.

7. SPECIALIST KNOWLEDGE AND SKILLS

a) Expertise in customer experience, service design and continuous improvement.
b) Knowledge of the Victorian emergency management framework and relief and recovery arrangements.
c) Knowledge of the Local Government Act 2020 and community engagement practice.
d) Understanding of the legal, socio-economic and political context in which Council operates.

8. QUALIFICATIONS AND EXPERIENCE

a) A tertiary qualification in a relevant discipline and/or extensive senior leadership experience.
b) Substantial senior leadership experience, ideally in customer service, community services or emergency management.
c) Current driver licence, Working with Children Check and National Police Check.

9. AUTHORISATION

The following signatures are required to indicate understanding, agreement, and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in collaboration with the employee.

Employee signature:

Employee name:

Date:

CEO signature:

Sally Jones

Date: