

## POSITION DESCRIPTION

<b>TITLE:</b>	<b>EXECUTIVE MANAGER CORPORATE &amp; CUSTOMER SERVICES</b>	<b>Position Number</b>	<b>4040</b>
<b>Classification:</b>	Executive Manager		
<b>Hub:</b>	Corporate	<b>Program Area:</b>	Corporate and Customer Service
<b>Reports to:</b>	General Manager Corporate		
<b>Direct Reports:</b>	Risk Management Coordinator, Manager Emergency Planning & Security, Manager ICT, Customer Service Supervisor, Manager Legal, Procurement & Contracts		

### OUR VISION and MISSION

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership, and deliver services that create opportunities to enhance the economic, cultural, and environmental sustainability of Darwin.

### OUR STRATEGIC DIRECTIONS

- A capital city with best practice and sustainable infrastructure
- A safe, live able and healthy city
- A cool, clean, and green city
- A smart and prosperous city
- A vibrant and creative city

### ORGANISATION OPERATING MODEL

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.

### POSITION OBJECTIVE:

The Executive Manager Corporate and Customer Services will be responsible for the overall leadership and management of functions incorporating business resilience, risk, audit, insurance, fraud, legal services, complaints management, procurement and contract management, operational ICT, and customer service.

As a member of the Senior Leadership Team, this position contributes to the development and implementation of; the strategic direction within City of Darwin, policies and procedures and ensures organisational effectiveness and compliance.



## KEY RESULT AREAS:

### CORPORATE IDENTITY

- Promote and embody City of Darwin's Vision and Mission
- Promote and embody City of Darwin's staff values, CARES  
Customer Service, Accountability, Respect, Excellence and Solidarity
- Act in accordance with and abide by the City of Darwin's Code of Conduct



### SERVICE DELIVERY

#### Leadership / Management

- To constructively lead and direct the functions of the Corporate and Customer Service business unit and ensure timely delivery on expectations.
- Proactively work towards the achievement of City of Darwin's Strategic Directions and associated Municipal Plans.
- Prepare and present strategic plans and progress reports regarding key priorities within the program area.
- Monitor and report on the performance of all areas of responsibility against agreed plans and objectives and budgetary requirements.
- Foster an environment which encourages and enables change, innovation, and improvement to deliver on community expectations.
- Monitor internal and external environments to identify potential risks and opportunities.

#### Customers / Stakeholders

- Establish and maintain links with appropriate community groups relevant to the activities of the Corporate and Customer Service Team.
- Set goals and performance measures to link community needs and organisational priorities to service delivery.
- Promote a positive image of City of Darwin, the Council and its activities. Ensure that all information is accurate, timely and positive.
- Attend appropriate social engagements and community functions as required.

#### Compliance

- Ensure and maintain legislative compliance for City of Darwin across all program areas including but not limited to, Local Government Act and Regulations, Ministerial Guidelines, ICAC Act, FOI Act, and all other program area relevant guidance and legislation.
- Develop, implement and maintain appropriate policies and procedures to effectively maintain the Program Areas compliance with legislative.
- Actively support internal and external auditing programs

#### Operations

- Risk and Compliance: Develop, deliver and monitor associated systems such as risk assessments, internal audit and insurance programs to ensure City of Darwin meets its strategic directions. Ensure City of Darwin maintains compliance with the Independent Commissioner Against Corruption Act



(ICAC Act) incorporating the implementation of a fraud and proficiency management plan, associated controls and systems.

- Emergency and Security Management: In consultation with key internal stakeholders deliver emergency management, business continuity and security services to ensure business continuity is achieved.
- Legal, Procurement & Contract Management: Provide leadership, direction and support in delivering efficient and compliant legal, procurement and contract management arrangements.
- Customer Service: Provide strategic leadership and executive management support to the Customer Service Experience Team to ensure efficient and effective customer service and processes are adopted across City of Darwin.
- Operational ICT: Review, facilitate and/or develop integrated business systems that will support effective operations and service provision across the organisation.

### PEOPLE AND CAPABILITY

- Maintain a performance-based culture ensuring probation reviews and performance reviews are completed as due and poor performance is managed in accordance with the stipulated guidelines for all direct reports.
- Lead by example and maintain program compliance with all Human Resources policies, procedures and practices to ensure appropriate, fair and equitable people management is maintained at all times, supporting line managers as required.
- Lead, coordinate and manage HR activities for your team to ensure an effective and standardised approach to recruitment, onboarding, payroll, training and performance management.
- Effectively manage employee relations issues within your section and seek advice from the Human Resources team as needed.
- Ensure that the accountabilities of staff are clearly defined and appropriately communicated and that systems are in place to monitor and report on performance within all areas of responsibility against agreed plans, objectives and budgetary requirements.

### WORKPLACE HEALTH AND SAFETY

- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems
- Comply with all CoD Workplace Health and Safety (WHS) policies, procedures, guidance and other-directed requirements
- Lead and foster a "safety-first culture" approach to WHS practices, management, monitoring and reporting in the workplace.

### POSITION PREREQUISITES

- Bachelor of Business / Law / Commerce or other relevant tertiary qualification
- Minimum of five (5) in a senior leadership role.
- Current C class Driver Licence
- National Criminal History Check

**APPROVED BY:** *Natalie Williamson*

**Date:** 25/11//2024

General Manager Corporate

