

Directorate:	City Strategy, Community and Culture	Department:	Community Relations and Programs
Position Grade:	Manager	Reports to:	Director City Strategy, Community and Culture
Date:	March 2022	Version:	1.1

Organisation purpose:

The City of Prospect forms part of the iconic inner heritage suburbs of Adelaide, and is known as one of South Australia's most innovative and progressive councils. The City spans approximately 778 hectares, has a population of around 21,500 people.

The City of Prospect Strategic Plan, ***Towards 2040***, seeks to put the community at the centre of all we do as a business. Through its six strategic focus areas consisting of *Connected and Caring*, *Active and Engaged*, *Proud of our Past, Excited by our Future*, *Inclusive and Diverse*, *Creative and Innovative*, and *Responsible and Sustainable*, ***Towards 2040*** offers a bold vision for the City that is compelling, ambitious and exciting.



Position purpose:

The Manager Community Relations and Programs is responsible for leading and managing a series of community programs, services and initiatives that directly service the needs of City of Prospect residents and its visitors.

Service delivery areas will include library services and programs, health and social support programs, community transport, arts, events, and numerous other services.

The role will also be responsible for leading various key community-driven initiatives aimed at improving community outcomes, including but not limited to coordination of Council's journey toward reconciliation and healing with our Kurna community (through our *Payintha Kumangka* process), and Council's efforts to improve the experience of people with a disability within the City of Prospect (*Disability Action and Inclusion*).

The role will also be tasked with building and maintaining relationships with Council's local community, sporting, spiritual, and cultural clubs and groups – ensuring these stakeholders understand and have connection to Council programs, personnel, opportunities and activities.

Finally, the role will coordinate and manage Council volunteers, volunteer programs, and related activities.

Key accountabilities and responsibilities:

- Build and maintain effective and trusting relationships with key community stakeholders across the City of Prospect, including representatives of key community, sporting, cultural, spiritual, and other groups and organisations, with a view to assisting in mutual communication and understanding of opportunities and challenges.
- Lead strategic community relations and programming initiatives as directed from time to time, including but not limited to coordination of Council's journey toward reconciliation and healing with our Kurna community (*Payintha Kumangka*), and Council's efforts to improve the experience of people with a disability within the City of Prospect (*Disability Action and Inclusion*).

- Initiate, drive and influence the development, delivery and evaluation of a range of high level strategies, policies, projects and initiatives to optimise and implement best practice and innovative solutions for Council, its residents, and its many visitors.
- Lead Council's library services function, including all aspects of library management, library space management, system management, program planning and delivery, budget management, and strategic/sector engagement.
- Coordinate and manage Council volunteers, volunteer programs, and related activities.
- Lead, inspire and manage the Community Relations and Programs team to achieve the outcomes identified in Council's Community Plan and related policies / strategies;
- Ensure effective planning for the provision of high quality community services, having regard to Council identified priorities and community needs.
- Contribute to the preparation and review of the Community Plan and Corporate Business Plan, and actively involve Community Relations and Programs team staff in the process.
- Manage and continuously improve the cost effective and efficient provision of community services with a strong customer focus and in accordance with defined Council policies, government regulations, and sector trends and guidance.
- Manage risk, budget, resources and facilities associated with Community Relations and Programs, including ensuring that relevant grants and subsidies are applied for, managed, and properly acquitted.
- Ensure that any necessary accreditation(s) are achieved and maintained as necessary for all services and Community Relations and Programs staff.
- Facilitate the provision of advice and information on community development to Council, the Director City Strategy, Community and Culture, other Directorates, and within external community service networks.
- Facilitate the coordination and distribution of information relating to City of Prospect's demographic profile and local support services.
- Manage, monitor and review the City's local community and events grants programs.
- Represent the City and act as liaison as required at inter-governmental and other external forums.
- Participate in and contribute to planning processes and other regional initiatives coordinated by the Eastern Region Alliance of Councils, Eastern Health Authority, Greater Adelaide Region Organisation Of Councils, and the Local Government Association (among others).
- Appropriately recognise and consider the needs of all social target groups in the planning and delivery of community services.
- Keep abreast of contemporary practice in the field of community development and implement improvements in keeping with local needs and priorities.
- Apply collaborative and partnership approaches as appropriate to deliver, facilitate and/or advocate for services that promote community well-being.
- Oversee tender processes, grant applications, acquittals, and contracts for the delivery of community services (including delivery of the Commonwealth Home Support Program applicable to our City).
- Manage Council's facilities management and booking function, ensuring the maximum possible utilisation of Council's facilities by the community.
- Manage Council's Arts and Events program, including the Newmarch Gallery, Public Art capital projects, Public Art programs, advisory group governance structures, related budget provisions and grant funds;
- Oversee the planning and delivery of a city-wide events program delivered by Council, and support community-delivered events where called upon to do so.

- Apply Council systems and programs, including financial, procurement, people, records, auditing, risk assessment and reporting, to progress and monitor organisational and employee performance and achievement, to ensure employees compliance with relevant Council policies and legislation.
- Any other duties as may be directed.

Decisions made in the position:

- Decisions within delegation for financial management and people
- Decisions within delegation related to governance matters captured by this position description
- Allocation of resources to achieve operational outcomes within team

Decisions referred:

- All other decisions
 - Refer to the Delegation Manual*
 - Refer to the Procurement Protocol for financial delegation*

Key issues/challenges:

- Delivering results in a constantly changing and political environment
- Achieving operational outcomes within an environment of contracting resources and competing priorities
- Ensuring delivery within strict deadlines whilst managing additional projects

Key working relationships:

Internal

- Chief Executive Officer
- Mayor and Elected Members
- Executive and Management Team
- Director City Strategy, Community and Culture
- Manager Communications, Strategy and Engagement
- Manager PMO and Project Delivery
- Manager Assets and Maintenance
- All staff

External

- Community
- Sporting Clubs, Community Groups, Social/Cultural Groups, etc
- Volunteers and volunteer coordination authorities/organisations
- Government Agencies
- Local Gov't collaborative bodies (ERA, GAROC, EHA, LGA, LGP, etc)
- Auditors

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Relevant tertiary qualification – Degree/Diploma/Post Graduate level in one or more of the following disciplines (or a related discipline):
 - Social work;
 - Planning;
 - Policy;
 - Community Services / Welfare;
 - Health services;
 - Library management.
- Current Driver's Licence

Experience

The position requires the application of management skills in a diverse organisation to establish corporate goals and objectives. The applicant must have:

- Demonstrated experience in management of a team and the ability to source cooperation from other officers and management to achieve objectives.
- Experience managing the delivery of complex community-based services and programs.
- Experience delivering community services in an environment of constrained / contracting resources.
- Experience in building and maintaining meaningful relationships with a range of community stakeholders.
- Experience in identifying, building relationships with, and responding to the needs of stakeholders who are impacted by social disadvantage, disability, minority status, or other physical, social or cultural obstacles.

Knowledge and Skills

The position requires the application of a range of specialist knowledge and skills including:

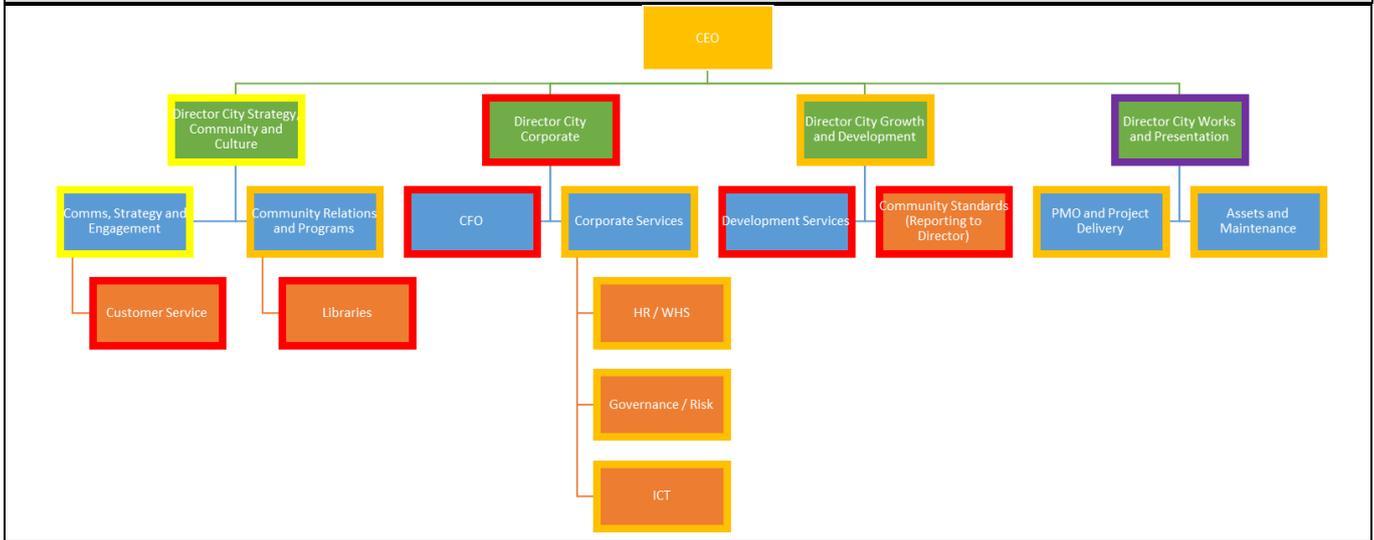
- Knowledge and skills in consulting, influencing, leadership and stakeholder management.
- Knowledge and skills necessary to promote early intervention strategies into potentially complex and sensitive matters.
- Knowledge and skills necessary to provide authoritative advice to the CEO, Mayor and Executive Leadership team.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Knowledge of relevant legislation

- Demonstrated ability to work in a politically sensitive environment
- Demonstrated ability to interpret and implement relevant legislation and policies

DESIRABLE CRITERIA**Qualifications/Licences/Experience/Knowledge and Skills**

- Relevant post graduate qualification
- Relevant management experience or qualifications
- Events management and coordination experience is not mandatory, but will be highly regarded
- Experience in arts and cultural project delivery is not mandatory, but will be highly regarded
- Relevant knowledge and experience in relation to the political context of state government in the State of South Australia.
- Demonstrated appreciation of the complexity of Local Government, in a particular the political, social/economic and legal frameworks.
- Knowledge of key priorities, opportunities and challenges in the inner eastern region of Adelaide

PROPOSED ORGANISATIONAL STRUCTURE



LEADERSHIP COMPETENCIES

Leadership Competency Framework – Managers

Competency	Safety Leadership	Managerial Leadership	Business Acumen	Strategic Development and Performance Accountability	Working Collaboratively
Capability, skills, knowledge and/or experience that typify these competencies	<ul style="list-style-type: none"> Creates a safe working environment for direct reports which includes physical and psychological safety Promotes and role models safety requirements for the organisation and exercises due diligence to ensure the organisation complies with legislative requirements Ensures direct reports have the necessary knowledge, skills and experience to meet their safety responsibilities Regularly communicates the importance of organisational safety culture across the section Identifies safety concerns or incidents and reports as required Sets high standards in incident investigations through to close out, ensuring that corrective actions are robust and implemented 	<ul style="list-style-type: none"> Creates sectional structure that enables the delivery of strategies and associated management plans Empowers direct reports to deliver results and holds them accountable for the effectiveness of their leadership Leads and supports change across the organisation Provides background, context and rationale in regards to decision making and judgement Identifies opportunities to develop own leadership capability and supports development for direct reports Personally demonstrates and holds section accountable for living our values and associated behaviours 	<ul style="list-style-type: none"> Challenges the appropriateness and timing of work, in light of organisational priorities Considers and responds to budgetary implications for the whole of section and provide advice to position the organisation to meet financial challenges Identifies and where relevant leverages partnerships to support service delivery Considers and responds to relevant risks to ensure effective decision making Analyse operational systems and process to support continuous improvement and drive innovation Responds in a timely manner to business challenges and challenges relating to meeting service delivery 	<ul style="list-style-type: none"> Supports the development of the organisation's strategic intent Regularly and clearly communicate strategies to ensure a direct reports understand their role in relation to the bigger picture Sets clear sectional goals and measures aligned to the organisation's strategies and values Ensures service delivery is responsive to contemporary social trends and community concerns Ensures compliance with relevant legislation, regulation and corporate standards Develop direct reports' knowledge about the contribution of other areas to the organisation's strategic objectives 	<ul style="list-style-type: none"> Builds relationships across the organisation and externally that seek to assist in the achievement of sectional objectives Build a climate of trust and respect by openly sharing information and expertise with others Enables and encourages collaboration of the workforce across the section and wider organisation Builds and maintains effective working relationships with CEO, Elected Members, Directors, Team Leaders, team members and internal stakeholders Personally demonstrates and holds section accountable for customer service principles Considers actions and outputs and how they impact other areas in the business

CORPORATE VALUES:

OUR WORKPLACE CULTURE

You will be able to demonstrate the ability to use City of Prospect's Corporate Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of City of Prospect will be underpinned by a commitment and belief in our Corporate Values.

Specific requirements are:

Respect

We will all feel valued

Maintain confidentiality

Value, be empathetic to individuals' opinions, beliefs and unique situations

Listen to others with an open mind and acknowledge others opinions

Acknowledge time is valuable, be on time for meeting and strive to meet deadlines

Keep people informed of the status of things that impact on them

Innovation

We are a creative and dynamic organisation

Be creative and look at new ways to approach existing tasks

Simplify and streamline systems and procedures to achieve quality outcomes and service excellence

Be solution focussed and create new opportunities

Provide and encourage feedback and fairly evaluate ideas

Acknowledge problem solving and give individuals credit where it is due

Teamwork

Working together with a positive and supportive attitude

Encourage and support others

Share information

Be flexible in our approach to work

Take ownership of our mistakes and take action to seek resolution

Offer people support and ask for it if we need it

Integrity

An environment where people understand, respect and trust each other:

Do what we say we will

Take responsibility and accountability for our actions

Act honestly in all aspects of our work

Live our values

Give and receive feedback in a respectful, honest and tactful manner

Commitment

Deliver exceptional customer service:

Demonstrate full ownership of behaviours

Be dedicated to improving what we do

Be reliable and dependable by following through on promises

Acknowledge we have internal and external customers

Own my responsibilities

Enjoyment

People are happy and proud to work here:

Demonstrate that we are driven by positive, passionate and flexible attitudes

Have a sense of humour, be friendly and smile

Believe in what we do and foster it in others

Encourage relaxed discussions and share ideas

Acknowledge, celebrate and reward successes



Manager Community Relations and Programs

POSITION DESCRIPTION

ACKNOWLEDGEMENT AND AGREEMENT

I have read and understand the requirements and expectations of this position description. I agree that I have the medical capacity to fulfil the inherent requirements of the position and accept my role in fulfilling the Corporate Values and Key Responsibilities. The City of Prospect may amend responsibilities to meet business and operational requirements as positions develop over time. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**** Electronic Offer**** By accepting your letter of offer electronically, you are accepting the Position Description referenced in your offer.

Employee Name: _____

Employee Signature: _____

Date

CEO Name: _____

CEO Signature: _____

Date