

CANDIDATE PACK

# Customer Experience and Communities Manager

North Burnett Regional Council



## CONTACT

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We respectfully acknowledge the Traditional Owners, Wakka Wakka, Wulli Wulli, Goereng Goeren, Djaku-nde, Jangerie Jangerie, Kabbi Kabbi, Gurang and Taribelang Bunda Peoples and their Elders as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.





# The Role

The North Burnett Regional Council serves the communities of the North Burnett Region in southern Queensland, and includes the major centres of Biggenden, Gayndah, Mundubbera, Monto, Eidsvold and Mount Perry.

The council's CEO oversees the delivery of a circa \$50M budget and an organisation of around 200 employees. The Council's vision for the region is for a prosperous future for generations, built on a solid foundation of customer-focused, efficient, and effective service delivery.

The past three years have been a period of change in the organisation, with the elected members and executive leadership team focused on setting in place the strategy, plans and structure to address the organisation's financial sustainability and council service performance and delivery challenges.

The Customer Experience & Communities Manager will work collaboratively with the General Manager Corporate & Community and other members of the executive leadership team, to ensure the successful integration of strategic and operational planning across the organisation in the pursuit of service excellence. There is the opportunity to develop and implement programs to drive change across Council, to create a customer-centric organisation and improve the consistency of the customer experience.



# Position Overview

North Burnett Regional Council is seeking an experienced, people-centered Customer Experience and Communities Manager to join the organisation to strategically lead and deliver outstanding customer service and experiences to the many stakeholders in the community.

Reporting to the General Manager Corporate and Community, the Customer Experience & Communities Manager leads Customer Service, Libraries and Community Development Streams. The successful incumbent will project manage a range of internal and external projects including developing and delivering a customer service charter, reviewing community leases and reviewing internal processes. Areas of responsibility will include, but not limited to:

- Strategic Planning
- Customer Service and Contact Centre
- Community Development and Capacity Building
- Libraries
- Arts and Culture
- Sport and Recreation
- Youth
- Cemeteries
- North Burnett Transport Services
- Community Program Grants and Funding.





# Key Responsibilities

## Organisational Leadership

The Customer Experience & Community Engagement Manager will ensure Council's policies and decision-making will result in strong and trusting relationships between stakeholders and that achievement of efficient, effective and quality future-focused outcomes for the Section are achieved. The Manager will ensure a professional service to the Section's customers and community which is responsive to change and solutions will be innovative in their approach. The Manager will also lead the implementation of the operation plan, budgets, policies and projects that fall within the Section's responsibility, in an approach to attain high performance against expected outcomes.

## Resources

This position has a leadership role in planning and delivering community projects and other regional initiatives as well as driving, leading and motivating a team of approximately 20 employees. There is a mix of full-time, part-time and casual employees within the Section. As part of the Senior Management Team and leader of this Section, the Manager will be dedicated to excellence and be professional, accountable and committed in their approach.



## Results

The Customer Experience & Communities Manager will provide excellence in leadership and delivery of customer services and community initiatives for the North Burnett Regional Council communities. The Manager's role includes overseeing and managing the North Burnett Transport Service business unit, delivering professional and efficient customer services across Council's facilities, working with community stakeholders, and developing community strategies. Project management and strong organisational skills are essential in this position, including the coordination and delivery of relevant community grants and internal and external projects.

## Relationships

Excellent relationships within the organisation, community and council's third-party stakeholders will be critical for the success of the successful applicant. The new Manager will have the responsibility for creating positive outcomes for the Council through the relationship management of key external stakeholders.

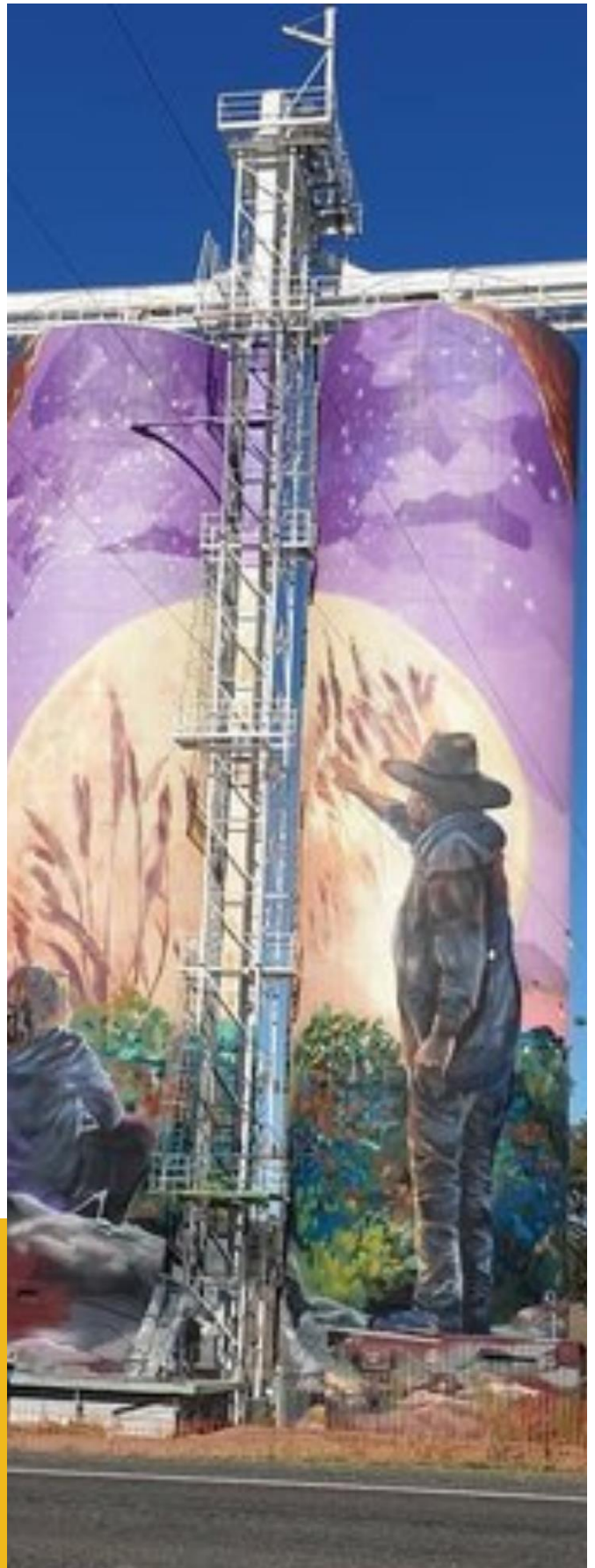
Internally, the Customer Experience & Communities Manager will lead and motivate the geographically dispersed team and continue to refine and develop internal processes, while building and maintaining strong working relationships with the Executive Leadership Team, the Senior Management Team and other internal stakeholders, providing advice, knowledge and information on a wide range of relevant topics.



# Personal Attributes

Council is seeking an experienced, and strategically capable community-focused leader who has held a similar community and customer-centric role previously. This is a public-facing position and the Manager will be supported by two highly skilled, motivated and capable direct reports.

Collaboration and building internal and external relationships in this role are critical, as well as being flexible in finding future-focused solutions. There are opportunities for strategic development and refinement of internal processes and seeking additional grant funding for extra programs and community initiatives.





## Qualifications, Skills & Attributes

- Demonstrated experience managing, leading and coaching a disbursed team, in an environment that proactively supports professional and personal development in a multi-faceted section.
- High-level interpersonal skills; consultation, developing and maintaining relationships, negotiations, and working collaboratively with stakeholders at strategic and operational levels.
- High-level project management skills.
- High-level knowledge of financial, governance and risk management.
- Relevant tertiary qualification in a discipline relevant to the position.





## Council Employee Benefits

The North Burnett Regional Council employee benefits include:

- Competitive Base Salary of \$110 000pa + 12% Superannuation
- Housing Allowance
- Private use vehicle
- 17.5% Annual leave loading
- Generous leave provisions
- Healthy work/ life balance
- Professional development and training opportunities
- Employee 'Study Assistance' scheme
- Employee Assistance Program for work or non-work-related matters
- Relocation assistance.



# About Council

The North Burnett Region is in Queensland in the northern catchment of the Burnett River. The region covers 19,700 square kilometres, shared amongst six main townships: Biggenden, Eidsvold, Gayndah, Monto, Mount Perry and Mundubbera, with an additional 25 villages and farming areas.



The region is about 330 kilometres north-west of the Brisbane CBD and is bounded by the Gladstone Regional Council area in the north, the Bundaberg Regional Council area and the Fraser Coast Regional Council area in the east, the Gympie Regional Council area, the South Burnett Regional Council area and the Western Downs Regional Council area in the south, and Banana Shire in the west.

The region is home to approximately 10,628 residents and land use is predominantly rural. Land is largely used for agriculture, forestry, cattle grazing and citrus and crop growing. Tourism and mining are also important industries for the region with a gold mine near Mount Perry and a Siltstone Quarry at Eidsvold.

## Vision:

*"A prosperous future for generations built on a solid foundation of customer focused, efficient and effective service delivery."*

## Links to Council Information





The strategic direction is determined by the Mayor and Councillors, in consultation with the community. The leadership team provides advice to the Mayor and Councillors and is responsible for overseeing the day-to-day management of the organisation. North Burnett Regional Council consists of the Office of the CEO, Civil Works and Corporate & Community Directorates:

**Office of the CEO** – Elected representative support, Governance, Native Title Liaison, Strategic Projects and Advocacy, Media and Communications, Disaster Management and Preparation.

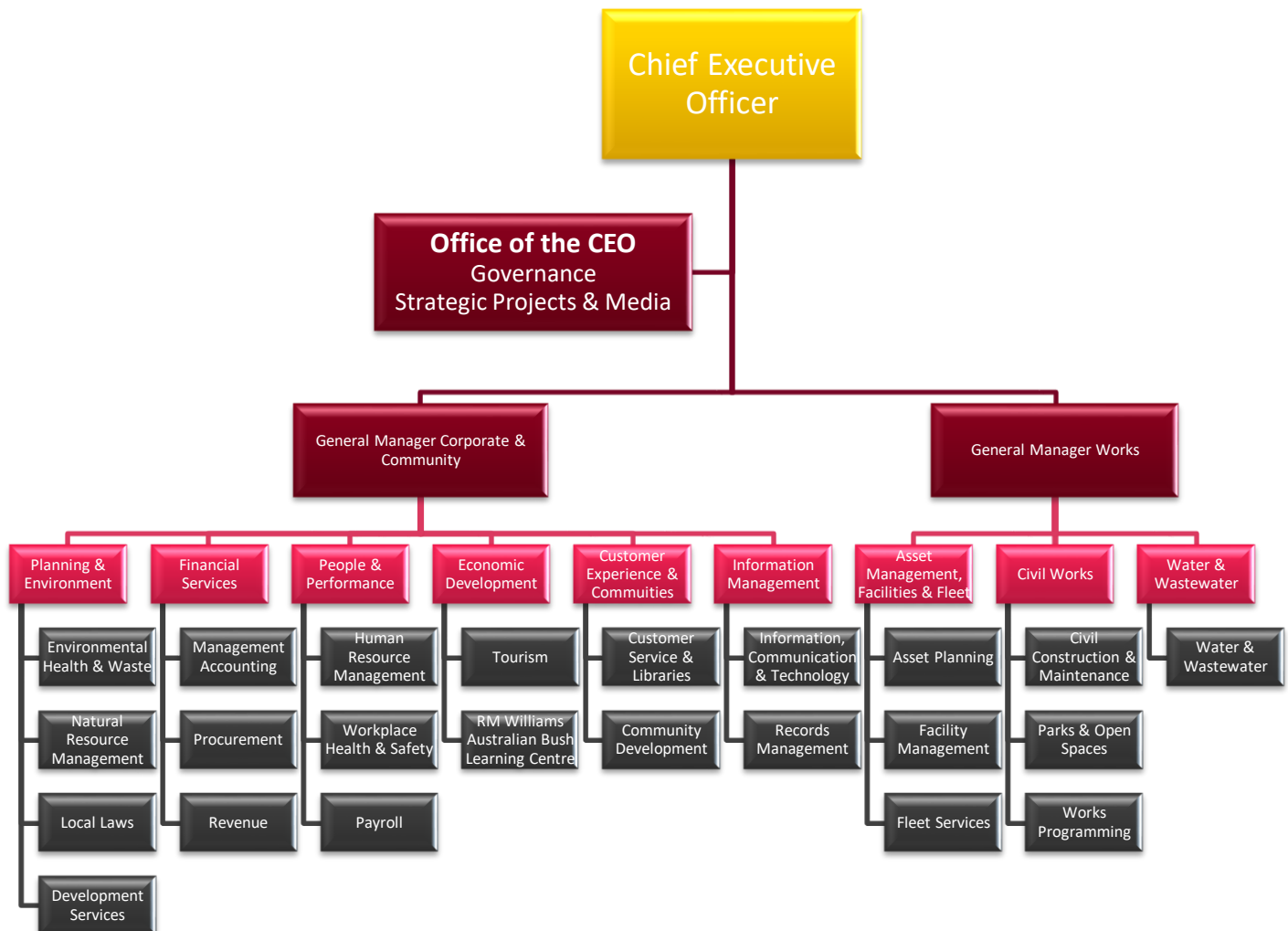
**Works** – Asset Management, Community Facility Maintenance, Caravan and Recreation Parks, Council and Housing, Aerodromes, Community Sporting Fields and Facilities, Showgrounds, Street Lighting, Urban Streets, Rural Roads, Rural Addressing, Bridges, Public Conveniences, Parks and Open Spaces, Gravel Pits and Quarries, Fleet Maintenance, State Government Road Works, Swimming Pools, Washdown Bays, Urban Water Delivery, Urban Sewerage Services

**Corporate & Community** – Human Resources, Workplace Health and Safety, North Burnett Transport Service, Customer Experience, Libraries, Key Regional Community Events, Community Projects, Community Capacity Building, Museums and Galleries, Community Grants, Sporting Groups Capacity Building, Community Gyms, Records Management, Finance, Stores and Purchasing, Leasing and Contracts Management, ICT, Planning and Development Services, Building and Plumbing Services, Local Laws and Compliance, Natural Resource Management, Waste Management Facilities,, Economic Development Partnership and Streetscape Program, Tourism Promotion.

## Values:

- Getting things done well, on time and in budget
- Passion for our region and in our work
- Respectful behaviour toward all people
- Teamwork where everyone's strengths are utilised
- Creativity, innovation and ideas
- Courage to always do what is right
- Challenging the status quo
- Learning from mistakes without placing blame
- Open and honest communication

# Organisational Structure







# Living in the Region

North Burnett region is home to six main townships and more quaint villages, it's full of country character and charm. The mighty Burnett River winds through the region, providing life and leisure to our farmers, locals and visitors. The region is agriculturally diverse and grows citrus, grapes, blueberries, watermelons, pecans, peanuts, beef, pork, dairy and more! Incredible National Parks bring adventure and relaxation to its visitors, with majestic mountains, refreshing rock pools, sandstone gorges and cliffs and abundant wildlife.

The North Burnett region is approximately a 4 hour drive north of Brisbane, and under 2 hours from Bundaberg and Hervey Bay. The closest airports are located in Bundaberg and Hervey Bay.

The North Burnett townships include:

- **Monto** is the newest town in the North Burnett region, being established in 1924. Geographical features include the spectacular Cania Gorge. Cania Gorge and Kroombit National Parks both offer interesting short or long bushwalks to places like Dripping Rock, Bushranger's Cave, Dragon Cave, and Double-Storey Cave. The rich alluvial flats support a multitude of farming enterprises. Monto is located approximately 175 kms west of Bundaberg and 500kms northwest of Brisbane.



# Living in the Region

- **Eidsvold Township** began its days as a goldmining town in 1887. The town Eidsvold took its name from Eidsvold Station, which was the name given to the property by the Archer Brothers when they selected it in 1848. Eidsvold Station was named after the small town of Eidsvoll in Norway. It is said that Australia's first game of golf was played at Eidsvold station. Eidsvold is a renowned cattle beef cattle production area and home of the Reginald Murray Williams Australian Bush Learning Centre. Eidsvold is positioned approximately 425 kms northwest of Brisbane and 145 kms west of Bundaberg.
- **Mundubbera** is better known as the citrus capital of Queensland and has been listed as the third largest agricultural crop producer in the Wide Bay Area. The word "Mundubbera" is an aboriginal word meaning either 'footsteps in the trees' or 'meeting place of the waters', depending on which authority you choose to adopt. Mundubbera is home to the famous Black Stump and is sited on Highway A3, 400 kms northwest of Brisbane and 200 kms west of Maryborough.
- **Gayndah** holds the title of Queensland's Oldest Town. First settled in 1849 Gayndah is the historic centre of the Burnett Region. The town is perched on the banks of the Burnett River and many historical buildings form part of the tree lined business centre. Gayndah is well known for producing fine primary produce and is world famous for citrus. The Community of Gayndah is proud of its unique Sister City Relationship established in 1989 with the Belgian township of Zonhoven. Gayndah is situated on the Burnett Highway approximately 360km northwest of Brisbane.





## Living in the Region

- **Mount Perry** is the only Town in the former Perry Shire and was settled sometime in the 1860s with the discovery of rich copper deposits by Henry Dingle. This discovery led to the development of the town as news of the discovery spread fast, and many prospectors took up blocks. Current mining activity includes the Mt Rawdon Gold Mine. Mount Perry is the location of the southern hemispheres longest unsupported tunnel (Boolboonda Tunnel) and can be found between the Bruce and Burnett Highways, approximately 450 kms north of Brisbane and 100kms inland from Bundaberg.
- **Biggenden** - The original inhabitants of this area belonged to various aboriginal tribes including the Wakka Wakka, the Dairielbelum and the Dundubara. The boundaries of their land were the Aboriginal pathways which led from the coastal areas through this area and connected with pathways to the sacred site at Ban Ban Springs. Biggenden was settled in 1889 to service the era's short-lived goldrush. Biggenden is the home to Paradise Dam and two unique National Parks, Mt Walsh and Coalstoun Lakes. Biggenden is located on the Isis Highway, approximately 340 kms from Brisbane and just under an hour's drive from the coastal regions of Bundaberg, Maryborough and Hervey Bay.

As well as the major townships, the region boasts vibrant villages and a strong rural community which adds to the diversity of lifestyle opportunities to be experienced.



Discover Beautiful Burnett





# Recruitment Process



## How To Apply?

Please submit your application via the Leading Roles website.

Please upload:

- Your CV
- A covering letter addressing the criteria below



## Selection Criteria

- Demonstrated experience managing, leading and coaching a disbursed team, in an environment that proactively supports professional and personal development in a multi-faceted section.
- High-level interpersonal skills; consultation, developing and maintaining relationships, negotiations, and working collaboratively with stakeholders at strategic and operational levels.
- High-level project management skills.
- High-level knowledge of financial, governance and risk management.
- Relevant tertiary qualification in a discipline relevant to the position.



## Applications Open

- Week Commencing  
Monday 1 May 2023



## Closing Date of Applications

- 5pm Monday 5 June 2023



## Initial Assessment

- Week Commencing 5 June 2023



## Council Interviews

- TBD

\*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

# Application for Assessment, Shortlisting and Interviews

Leading Roles and the council will determine a shortlist of suitable candidates, and will arrange interviews with council's interview panel, depending on candidate and council staff availability.

The council may require their preferred candidates to undergo psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following selection of a preferred candidate the council may require a number of further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at offer stage.

## Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. But it will not be given to any other person or agency unless you have given us permission, or we are required by law.





# Katharine Ottaway

Talent Consultant



Katharine is an experienced and resourceful senior recruitment consultant having worked across both the private and public sectors across Australia.

Her experience across labour hire, internal and external recruiting and job networking, has enabled Katharine to build strong relationships with stakeholders, implement new strategies and processes and deliver projects on time.

Katharine's professionalism and fairness, along with her commitment, energy and perseverance are what makes her an excellent recruiter.

## CONTACT

☎ 0413 578 215

✉ [katharine.ottaway@leadingroles.com.au](mailto:katharine.ottaway@leadingroles.com.au)



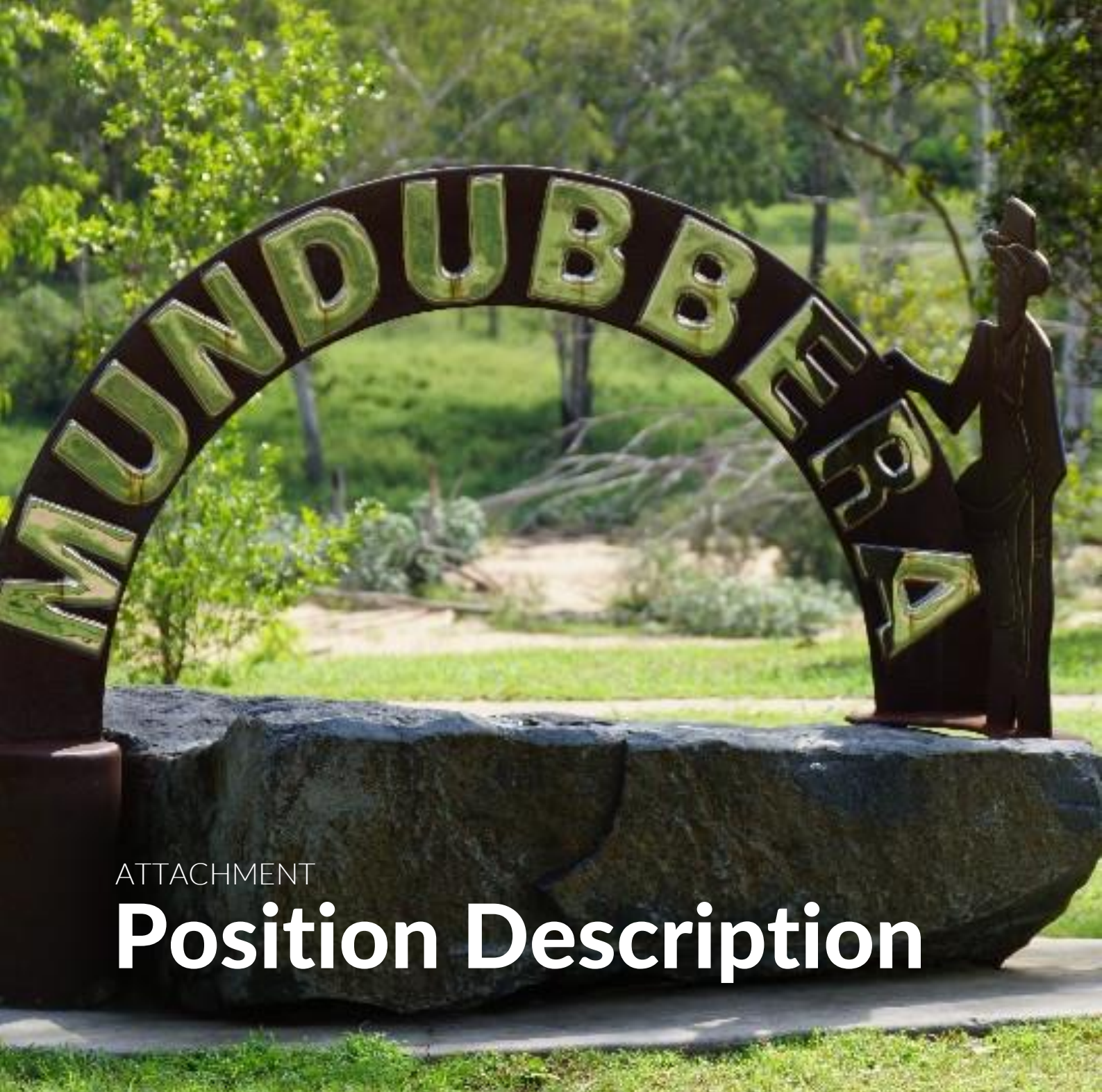
# Leading Roles

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ATTACHMENT

# Position Description

# POSITION DESCRIPTION



## POSITION DETAILS

<b>Position Title</b>	Customer Experience & Communities Manager
<b>Position Number</b>	
<b>Department</b>	Corporate and Community
<b>Section/ Stream/ Unit</b>	Customer Experience and Communities
<b>Classification</b>	Contract of Employment – Senior Managers and Professional Employee
<b>Remuneration</b>	As per Schedule B of the Contract of Employment
<b>Reports To</b>	General Manager Corporate and Community

## POSITION OBJECTIVES

- In accordance with Council's corporate and operational plans, deliver professional and efficient customer services, contact centre, libraries, cemeteries, community development, arts and culture and sport and recreation across the North Burnett region.
- Oversee and manage the North Burnett Transport Service business unit.
- Develop and implement programs to drive change across the organisation to create a customer centric organisation and improve consistency of customer experiences.
- Drive a co-design methodology with community and develop their capacity utilising community development strategies.

## KEY RESPONSIBILITIES

- Deliver through the commitment to excellence in the leadership of the Section:
  - optimum capability, accountability, transparency and probity of the Section.
  - quality professional advice to Council in policy and decision making, resulting in a strong and trusting relationship between all stakeholders.
  - the achievement of efficient, effective and quality outcomes for the Section.
  - a professional service to the Section's customers and the community that is responsive to change and realises solutions through innovative approaches.
  - a positive workplace culture that encourages and rewards excellence and supports continuous improvement.
  - a culture of safety and practices compliant with the organisation's standards.
- Lead the implementation of the operational plan, budgets, policies and projects that fall within the Section's responsibility in a manner as to achieve high performance against expected outcomes.
- Work collaboratively with the General Manager and other members of the Executive Leadership Team to ensure the successful integration of strategic and operational planning across the Department and Section, and to engender a spirit of cooperation and mutual support between operational areas in the pursuit of service excellence.
- Plan and deliver community projects and other regional initiatives.
- To create a sense of place through the development and implementation of community development strategies.
- Drive customer centric approaches and solutions and build customer experience capability.
- Lead the Customer Service and Libraries and Community Development Streams.
- Drive change management across the organisation as part of an executive leadership team and leader of your section.
- Project management of internal and external projects in line with Council's Project Management Framework.
- Governance
- Community grants



## POSITION REQUIREMENTS

### Essential Skills, Knowledge and Experience

- Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, proactive approach and supports both professional and personal development.
- High level communication, consultative, interpersonal and negotiating skills (both oral and written), with a demonstrated ability to work collaboratively with relevant stakeholders at strategic and operational levels.
- High level project management skills.
- High level of computer based systems skills, including business related application software.
- Demonstrated ability to conceive and manage operational planning processes, with a proven track record in the pursuit of quality services, including setting and meeting of high standards with a strong customer focus.
- Demonstrated ability to lead, coach and direct the efforts of others towards the completion of projects and lead innovation and change.
- High level knowledge of Local Government legislation, standards, systems and processes, (desirable).
- High level knowledge of financial, governance and risk management.
- High level knowledge of information, communication and technology systems relevant to the Section.
- Demonstrated ability to lead a multi-faceted Section.
- At least 5 years practical experience in a similar role, preferably in a local government environment.
- Capacity to operate effectively in a political environment.

### Qualifications, Training and Licences

- Tertiary qualifications in a discipline relevant to the position.
- Other qualifications in management (desirable).
- IAP2 certified (desirable).
- Current unrestricted "C" Class drivers' licence.
- Demonstrated absence of a relevant criminal history, (National Police Check).
- Positive Notice Blue Card for child related employment.
- Commitment to maintain contemporary skills and knowledge.

## WORK HEALTH AND SAFETY

Employees must ensure all work is carried out to meet Work Health and Safety objectives and targets to eliminate risk of injury and illness for themselves and others. Obligations and targets may be met by:

- Complying with the Workplace Health and Safety Act and Regulations;
- Conducting themselves in a manner that ensures their own health and safety and also that of everyone around them;
- Adopting and maintaining safe working practices in accordance with procedures, policy and workplace instructions;
- Using appropriate personal protective clothing and equipment as required and/ or directed;
- Reporting all accidents, injuries, incidents, near misses and damage to plant/ equipment to management as soon as possible;
- Eliminating, reporting or advising a supervisor of potential hazards, hazardous work related conditions and/ or practices; and
- Actively participate in risk assessments of workplace hazards.

For role package:

- To work alongside Planning and Environment Manager, Corporate Services Manager and People and Performance Manager as a section, alongside full ELT
- Areas of responsibility:
  - Funding programs
  - NBTS
  - Community development and capacity building
  - Arts and culture
  - Sport and recreation
  - Youth
  - Customer service
  - Libraries
  - Cemeteries
  - Contact centre