



# Manager Community Services

## Balonne Shire Council



### CONTACT

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[Attachment: Position Description](#)

We respectfully acknowledge the traditional custodians of the land and waters, on which we work, live and play. We pay respect 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

Balonne Shire Council is now seeking a Manager Community Services to lead and manage the delivery of community and cultural development and library services.

Reporting directly to the Director Community and Environmental Services, the Manager Community Services will drive positive community outcomes such as enhancing community organisations, arts and culture, community wellbeing and welcoming spaces.

The ideal applicant will be a strong leader, with an enthusiastic outlook on expanding community services within the region.





# Key Responsibilities

## Strategy

The Manager Community Services will have a significant, hands-on role in the formulation and delivery of a range of community development strategies, including the community and art strategies. The position requires a large amount of strategic policy work and the ability to translate strategy into an actionable plan.

## Leadership

The ideal candidate will be a highly organised leader who can provide guidance to a team managing multiple projects and tasks concurrently. Excellent time management and work prioritisation skills are essential, with the ability to track work in progress and build the capacity of the team.

## Services Management

The Manager Community Services will be responsible for overseeing council's network of 5 libraries, with a main branch centrally located in St George and 4 others located around the region. The role involves the continued integration of advanced technologies such as digitised content, virtual reality and interactive technology, ensuring a dynamic, future-proofed environment for the shire.

## Communities Management

The Manager Community Services has a broad remit of disciplines that promote and enhance community development in the Balonne Shire. These include community events, leading the youth council, safety committee and collecting input from the Indigenous advisory committee. The role also includes securing grants and spearheading resilience and recovery initiatives.



## Key Projects

The role presents a significant opportunity to lead many different projects. Some examples include:

- Community engagement led strategic advisory group.
- Continued delivery of community resilience and recovery program.
- Complete and implement a range of strategies including libraries (50% complete), community, community safety and community engagement.
- Continue the digitisation of libraries.
- Administer existing grants and monitor future opportunities.

## Opportunities and Challenges

- There is current potential for a grant to be awarded that would allow for an upgrade of the library network, transforming it into a holistic cultural centre. There is a unique opportunity to contribute to the potential rebuilding of the cultural centre hall into a dynamic entertainment precinct. There will be an ability to have input into elevating the gallery, show space and cultural hall, enabling a chance to grow and implement numerous programs and events.
- The Manager Community Services will have the ability to grow and expand the current community events and the library's services delivery.
- There is an opportunity for the new leader to grow and develop capability within their team as well as on an individual level.



# Stakeholder Engagement

The Manager Community Services is required to be a confident communicator as the position requires substantial stakeholder engagement. Stakeholders can include, but are not limited to:

- Community groups
- Customers
- The Mayor and Councillors
- Internal Management
- Internal Teams – including significant interaction with the economic development and tourism departments.

## The Team

The Team comprises of 16 full time, part time and casual team members and is comprised of multicultural development, community development, community resilience and recovery and libraries departments.

The team is dynamic, passionate, capable and work well as a team, stepping in to help each other when required.

## Direct Reports

There are six direct reports to the Manager Community Services including:

- Libraries Coordinator
- Community Development Officers x 2
- Administration Officer
- Multicultural Development Officer
- Resilience and Recovery Officer



## Qualifications, Skills & Attributes

- Tertiary qualifications or relevant professional experience in project management, community engagement and development, libraries or another related field.
- Strong organisation and time management skills.
- Adaptable communication skills.
- Have a facilitative style of management and working.
- Knowledge regarding grants applications, extensions and disbursements is advantageous.
- A leader who displays a positive and 'can do attitude'.
- Ability to balance innovative ideas with strategic vision.



## Salary Package Information

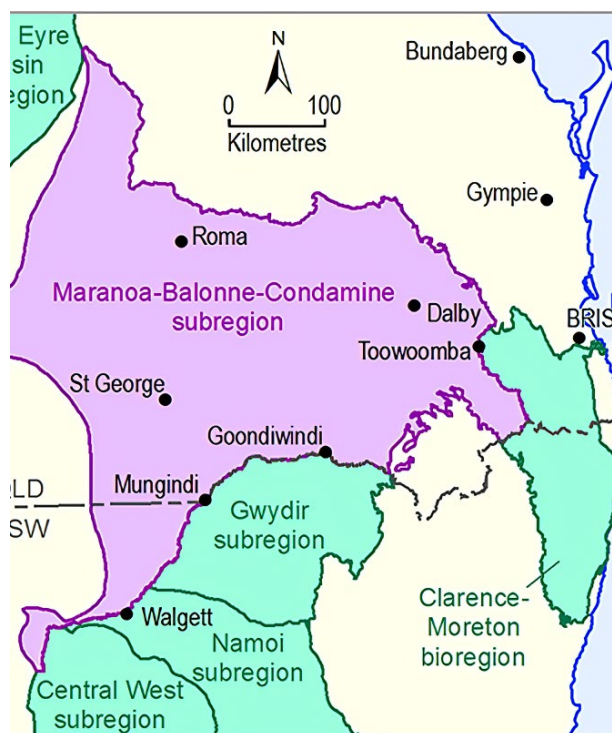
The Balonne Shire Council employee benefits include:

- Base Salary \$83 812 – \$88 742 pa.
- Up to 13.5% Super.
- Vehicle with some private use allowance.
- 5 Weeks' Annual Leave
- 15 Days' Personal/Sick Leave
- Long Service Leave – 13 weeks after 10 years.
- Relevant industry memberships will be supported.
- Supported professional growth and development.
- Ability to salary sacrifice.
- Progressive Council, always looking at opportunities to grow and develop their staff.
- This is an outstanding opportunity to take a leading role in a progressive organisation.

Living in the Balonne region offers a unique blend of rural living and modern conveniences. Located in the southwestern part of Queensland, this region is home to stunning landscapes, picturesque towns, and a welcoming community. Residents enjoy a relaxed pace of life and have access to a range of amenities, including schools, healthcare services, and two supermarkets. Agriculture is a significant part of the local economy, and the region is known for producing some of Australia's finest beef and cotton. The Balonne River, which winds its way through the region, offers ample opportunities for fishing, camping, and water sports. Overall, living in the Balonne region is ideal for those seeking a peaceful lifestyle in a beautiful, natural setting.

# About Council

Balonne Shire is in Queensland, about 500km inland from Brisbane, and just above the New South Wales border. It covers an area of more than 31,000km<sup>2</sup>.



Four thousand five hundred residents call one of the shire's seven communities' home – St George, Thallon, Dirranbandi, Bollon, Nindigully, Mungindi, and Hebel.

The neighbouring regional centre of Toowoomba is a four-hour drive to the east, while the towns of Roma and Goondiwindi are within two hours.

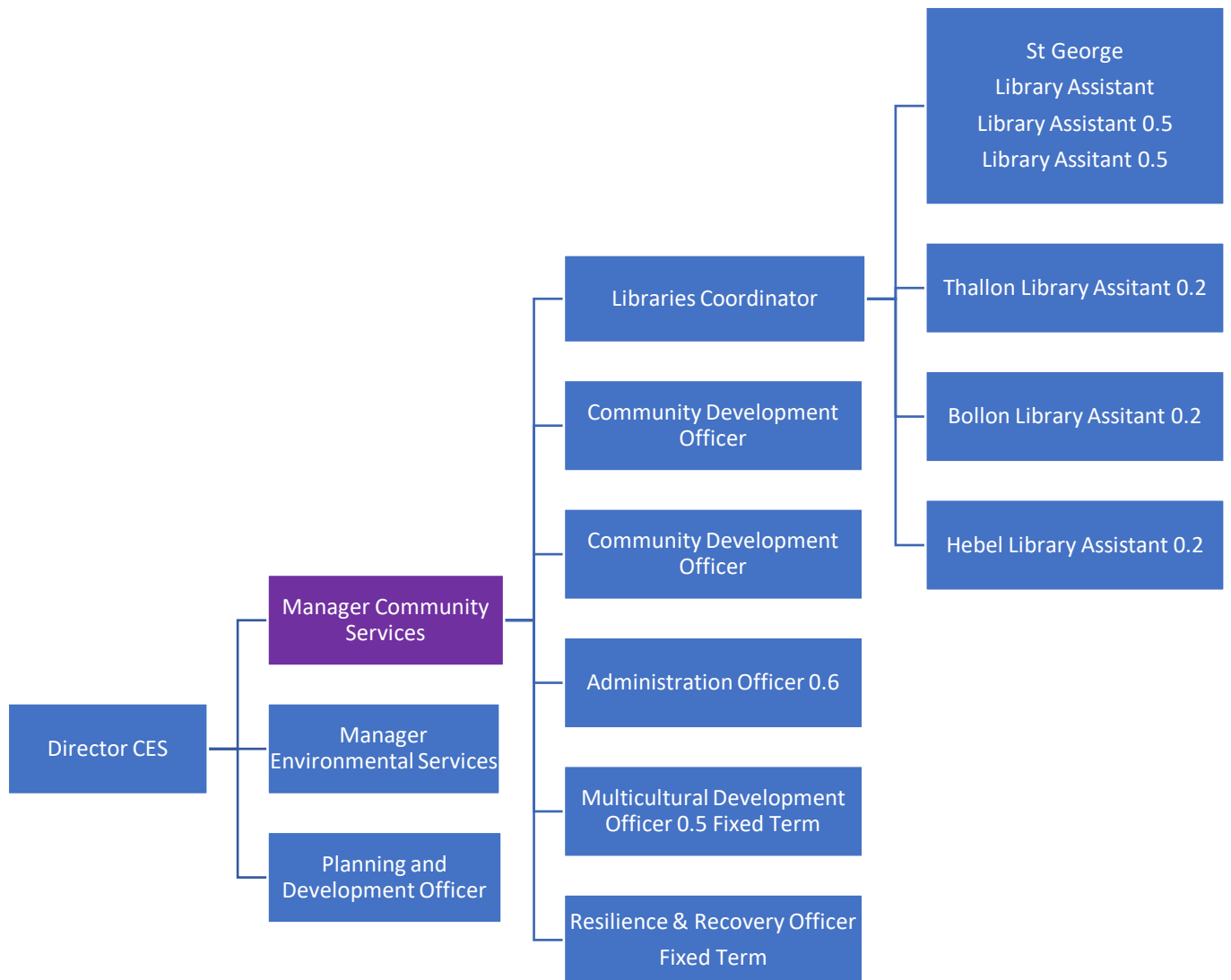
The Balonne Shire has been historically known as “River Country” as several rivers converge before flowing south into the Murray Darling System.

The elected Council consists of 7 Councillors with council administration led by the Chief Executive Officer.

## Links to Council Information



# Organisational Structure





# Living in the Region



## Housing

The cost of housing in Balonne is affordable with the median house price of \$225,000, and median rent is \$270 per week.



## Educational Facilities

There are several schooling options in Balonne with several state and private primary and high schools readily accessible in the area. Tertiary education is also nearby with the Country University Centre in St George and a TAFE, University of South Australia, Whyalla Campus and the University of Adelaide Rural Clinical school.



## Healthcare

A wide range of health services and facilities are available, and the St George Hospital offers excellent health care to the region.



# Living in the Region



## Things to Do

The region has surprising diversity and unique attractions and is rich in native bird and animal life, vast waterways, and historic buildings. Every town is situated beside a river. A major attraction of the region is the giant silos featuring the stunning "Watering Hole" mural which are landmarks of the nearby town of Thallon.



## Leisure Facilities

There is a large range of sporting clubs available for both children and adults including swimming, rugby, golf, and tennis, just to name a few. The great outdoors is a popular pastime, with swimming on the Balonne River, fishing, boating, water-skiing, and camping. There are also hot springs in Mungindi and St George.



## Getting Around

Getting around is easy, and everything you need is within walking distance. Balonne is over 500km from Brisbane, the nearest major urban centre. There are twice-weekly air services from Brisbane, Toowoomba, Cunnamulla, and Thargomindah to St George. Alternatively, a 2-hour drive to Roma has daily services to Brisbane.

# Discover Balonne



# 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 prior experience managing teams within the communities discipline.
- Demonstrated ability to create and implement a range of strategic plans.
- High-level written and verbal communication skills.
- Strong leadership attributes with a facilitative management style.
- Tertiary qualifications or relevant professional experience in project management, community engagement and development, libraries or another related field.



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## Applications Open

- Week Commencing  
Monday 6 November 2023



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## Applications Close

- 5pm Wednesday 6 December 2023



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## Initial Assessment

- Week Commencing 11 December 2023



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## 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

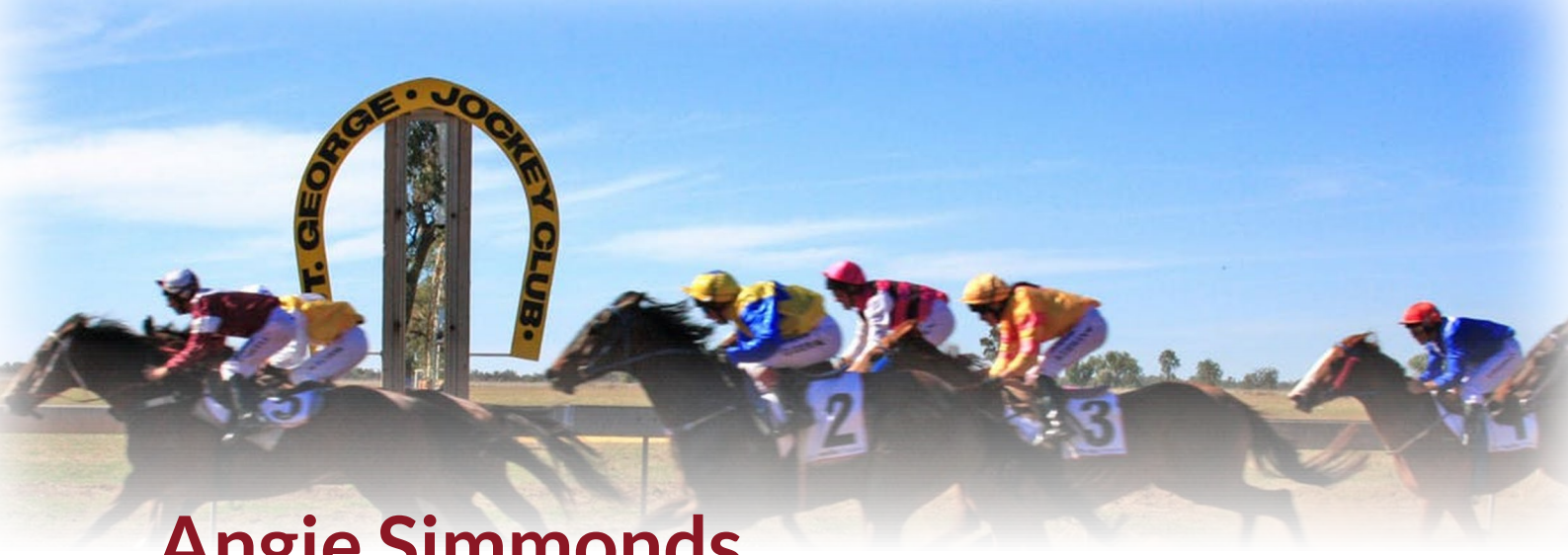
Leading Roles and the council will determine a shortlist of suitable applicants, and will arrange interviews with council's interview panel, depending on candidate and council staff availability.

The council may require their preferred applicants 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.



# Angie Simmonds

## Principal Talent Consultant



### CONTACT

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Angie's experience is primarily as an internal recruiter, working in both the blue and white collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.



# Leading Roles

People ▶ Performance ▶ Partners

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ATTACHMENT

# Position Description

# Position Description – Manager Community Services

POSITION DETAILS		
DEPARTMENT:	Community & Environmental Services	
POSITION:	Manager Community Services	
REPORTS TO:	Director Community & Environmental Services	
DIRECT REPORTS:	Libraries Coordinator, Community Development Officers, Specialist Community Officers (fixed term), Administration Officer	
PRINCIPAL LOCATION:	118 Victoria Street, St George	
EMPLOYMENT BASIS:	Permanent Full-Time	
POSITION PURPOSE:	The <b>Manager Community Services</b> is responsible for leading and managing Council’s Communities Section to deliver community and cultural development and library services that enhance strong community organisations, vibrant arts and culture, community wellbeing, and safe and welcoming spaces to connect, engage, and learn.	
POSITION REQUIREMENTS (section criteria)		
TYPE	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ol style="list-style-type: none"><li>1. Tertiary qualifications or relevant professional experience in project management, community engagement and development, libraries or other related field</li><li>2. Current C Class open drivers’ licence</li></ol>	
SKILLS	<ol style="list-style-type: none"><li>1. Ability to interpret and apply policies, procedures and legislative requirements</li><li>2. Demonstrable analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions</li><li>3. Demonstrable organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a team, meeting demanding deadlines and delivering high quality outcomes</li><li>4. Demonstrable high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment</li><li>5. Highly developed computer skills, including proficiency using the Microsoft Office suite</li><li>6. Strong business acumen</li><li>7. Demonstrated leadership, team, and people skills. Good working knowledge of contemporary management principles and human resource practices within a multi-disciplinary environment.</li><li>8. High level of interpersonal and communication skills with particular emphasis on advocacy, liaison, consultation, building effective relationships and teams, negotiation, conflict resolution and assertiveness to resolve issues and meet changing organisational needs</li><li>9. Excellent knowledge and demonstrated understanding of the relevant legislation, regulations, policies and procedures particularly in</li></ol>	<ol style="list-style-type: none"><li>1. Experience with records and financial software would be advantageous</li></ol>

# Position Description – Manager Community Services



	relation to Community Development, Library Services, Disaster Management (Recovery) and Cultural Services.	
<b>EXPERIENCE</b>	<ol style="list-style-type: none"> <li>1. Minimum three (3) years' relevant professional experience, in similar positions</li> <li>2. Sound knowledge of and demonstrated experience with contemporary community or library development practices</li> <li>3. Demonstrated experience at both operational and strategic policy formulation levels.</li> <li>4. demonstrated practical experience in successfully managing multi-disciplinary teams who are high performing, cohesive teams that meet operational targets.</li> <li>5. Previous experience in the preparation of, accountability for, and management of operational budgets, and preparation of external grant submissions</li> <li>6. Demonstrated experience in community engagement, including the initiation and development of positive partnerships with the community, growing community capacity, and understanding of Council's relationship with other agencies and service providers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience in a local authority and relevant community role</li> <li>2. Experience in disaster support</li> </ol>

## IMMUNISATION REQUIREMENTS

The ticked boxes indicate the immunisations required for this role in accordance with the **BAL-1044 Immunisation Procedure**.

<input type="checkbox"/> Influenza	<input type="checkbox"/> Hepatitis A	<input type="checkbox"/> Varicella (chickenpox)	<input type="checkbox"/> Pertussis (whooping cough)
<input type="checkbox"/> Tetanus	<input type="checkbox"/> Hepatitis B	<input type="checkbox"/> MMR	<input type="checkbox"/> Rabies
<input type="checkbox"/> Q Fever	<input type="checkbox"/> Other:		

## POSITION KPI's

Key performance indicators for the position are developed in consultation with the employee as part of their annual performance appraisal.

## AUTHORITY/DELEGATION

Works independently, as well as in a team, within general guidelines and objectives provided by the Director Community and Environmental Services. This position has delegated purchasing authority in accordance with **Council's Delegation Register**.

## RESPONSIBILITIES

### INHERENT RESPONSIBILITIES

- To work in a competent, professional, and ethical manner at all times, respecting clients and fellow workers.
- Work in a safe manner at all times and report any workplace risks.
- To comply with all Council policies, practices and procedures and fulfill Council reporting functions as required.
- Communicate all health and safety matters to supervisors where applicable.
- To be punctual and reliable
- To report problems or difficulties encountered
- Contribute to the Council with suggestions for improvement
- Monitor personal qualifications and licences to ensure currency

## Position Description – Manager Community Services

- All council employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Code of Conduct and relevant policies, procedures and protocols as may be applicable.
- Communicate reliably and regularly, especially when working alone.
- Be environmentally responsible by minimising wastage without compromising safety or effectiveness

### KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities include but are not limited to:

- Manage a multidisciplinary team in the delivery of community development and resilience, multicultural development and library services and resources.
- Develop and manage external contracts and contractors; medium level of project management.
- Report to full Council and support formal Council Advisory Committees and Groups for community safety, youth, Indigenous advice, WORC Camp, and others as appropriate.
- Ensure Council is efficiently and effectively providing or partnering in the provision of community services within the Balonne Shire.
- Encourage and build resilience and capacity of the local community to increase capabilities health and wellbeing
- Coordinate and be accountable for the financial operations and budgetary control in relation to Community development, multicultural development and library services including all reporting requirements.
- Assist the Director CES to develop annual budgets and strategic work programs relating to community and library services
- Develop business cases, seek a high level of grant funding and administer and report to funding agencies on community grants.
- Work collaboratively with a broad range of stakeholders to identify local community needs, issues and opportunities for enhanced service delivery.
- Ensure quality service delivery in, cultural development, community development, key event coordination and library services.
- Develop new resources in consultation with the community and evaluate existing programs to ensure relevance, effectiveness, and viability.
- Ensure the effective development and promotion of information about the range of Council community services.
- Develop and deliver effective, high quality reports, proposals, presentations and other project documentation.
- Plan, schedule and track project timelines, work plans, project risks and budgets using appropriate tools
- Oversee Libraries resources and ensure continuity of quality service across the network
- Develop and implement strategies, policies, and programs to strengthen the sustainability and resilience of Balonne Shire's community; including Community, Arts, Libraries, and Multicultural Development
- Serve as the Local Disaster Recovery Coordinator for human and social recovery, working with the Chair of the Local Recovery Committee and Council's LDMG.
- Perform other duties within your capabilities as directed.

### Staff Management

- Provide leadership and strategic direction to direct report employees
- Mentor and develop direct report employees to encourage high standards of professionalism, performance, integrity and ethical conduct
- Proactively monitor team performance and implement performance management strategies as required in consultation with the HR department
- In consultation with the HR department, encourage direct report employees to maintain their professional development and industry currency through appropriate and relevant training courses, conferences and/or further education
- Liaise with the HR department on recruitment requirements
- Model high levels of professionalism and leadership
- Build positive relationships through the various level of Council, both politically and operationally

# Position Description – Manager Community Services



## MANAGEMENT SYSTEMS RESPONSIBILITIES

### Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities, for example:
  - changing workforce capabilities through multiskilling, succession planning, knowledge management
  - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live by Council's values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self
- Willingness to actively participate in all training provided
- Willingness to occasionally camp out in other towns as work dictates

### Work Health & Safety (WHS) and Risk Management

- Be responsible and accountable for adhering to the WHS Obligation & Responsibility Statements applicable to the position. A copy of the current Obligations and Responsibility Statement will be provided as part of induction. All safety documentation is available in Council's safety management system
- Be responsible for applying WHS to daily tasks performed in the workplace including completion of risk assessments
- Undertake a vaccination risk assessment and ensure required vaccinations are completed
- Ensure compliance with COVID Safe Plans as applicable
- Maintain knowledge of safe work procedures in relations to maintenance and construction work
- Report all matters beyond your authority promptly
- Take all practical measures to ensure that your workplace is safe and without risk to health or property

## MANAGEMENT RESPONSIBILITIES

### Communication & Interpersonal

- Effectively communicate with different levels of the organisation and external stakeholders
- Apply both formal and informal communication strategies to suit the needs of the stakeholder
- Service delivery or interaction with the customer is focused on resolving immediate problems and mitigating the risk of potential problems
- Encourage continuous review of service culture and the implementation of policies and practices valued by customers
- Project and promote the image of Council as being efficient, courteous and customer focused by open, honest and timely communication with stakeholders
- Comply with Council's Code of Conduct
- Model high levels of professionalism
- Build positive relationships through the various level of Council, both politically and operationally

## ADMINISTRATION RESPONSIBILITIES

- Assist with the continuing development of cultural change and continuous improvement within the workforce to ensure departmental services are provided in a competitive, cost effective manner
- Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the Director Community & Environmental Sustainability circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure that Council Policies and manuals are fully understood and adhered to
- Ensure that approved purchasing procedures are adhered to
- Keep the Director Community & Environmental Sustainability appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public

## Position Description – Manager Community Services

- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

### ORGANISATIONAL STRUCTURE

