

APPLICANT PACK

Director Liveability and Development Services

Whitsunday Regional Council



RECRUITING FOR:



CONTACT

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Leading Roles

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We respectfully acknowledge the Traditional Owners, 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.



Role Purpose

Whitsunday Regional Council serves one of Australia's most recognised and desirable regions, encompassing Airlie Beach, Proserpine, Bowen and the world-famous Whitsunday Islands.

The region is defined by its natural beauty, strong tourism economy and growing investment across agriculture, resources and supporting industries. With this growth comes increasing complexity in how Council delivers services, manages development and supports community outcomes.

Council is committed to delivering high-quality infrastructure, community services and sustainable development outcomes while protecting the region's unique natural environment. A key priority for the organisation is strengthening its capability to deliver services in a way that is more responsive, integrated and customer-focused.

The Director Liveability and Development Services plays a critical role in this shift. This position has been designed as the organisation's primary customer-facing executive role, responsible for shaping how Council interacts with its community, industry and stakeholders across development and liveability services.



The Opportunity

This is a newly created executive leadership role, bringing together a broad portfolio including customer experience, regulatory services, development assessment, community development, arts and culture, recreation, open space management and community facilities.

The role has been designed to bring these functions together in a more integrated way, strengthening how services are delivered across the Directorate and enhancing the overall experience for the community and stakeholders.

Working closely with the Chief Executive Officer, Mayor and Executive Leadership Team, the Director will:

- Build on Council's existing strengths to further develop a customer-focused service culture
- Support the continued delivery of high-quality development outcomes, balancing facilitation with regulatory responsibilities
- Enhance the performance, sustainability and coordination of community-facing services
- Contribute to Council's positioning as a progressive, investment-ready organisation in a growing region

This role offers the opportunity to influence how services continue to evolve and how Council is experienced by its community and industry stakeholders.



Key Responsibilities

The Director Liveability and Development Services will:

- Provide strategic and operational leadership across a diverse portfolio of community, regulatory and development functions
- Continue to strengthen customer-focused service delivery, building on existing capabilities and practices
- Support a balanced approach to development, ensuring both growth and community expectations are achieved
- Build and maintain strong relationships with the development sector and broader stakeholder groups
- Identify opportunities to enhance business models, service delivery frameworks and operating efficiency
- Oversee the performance and sustainability of major community assets and services, including facilities and aquatics operations
- Foster greater integration across planning, development, regulatory and community services
- Provide clear, strategic advice to the CEO and Council on complex development and community matters
- Lead and support multidisciplinary teams, reinforcing a culture of accountability, collaboration and continuous improvement



Strategic Priorities

The Director will play a key role in supporting the continued evolution of service delivery across several important areas:

Customer Experience and Service Delivery

- Build on Council's commitment to customer service by enhancing consistency, accessibility and responsiveness
- Support ongoing improvements in how customers, community members and industry engage with Council
- Encourage a shared focus on service outcomes and community experience

Development and Industry Engagement

- Strengthen collaborative relationships with the development sector
- Support high-quality development outcomes aligned with community expectations
- Contribute to the region's continued growth through effective and responsive development processes

Service Sustainability and Performance

- Identify opportunities to improve the efficiency and sustainability of service delivery models
- Support sound financial management and long-term service viability
- Introduce improvements where appropriate to strengthen performance and value for the community

Integrated Service Delivery

- Enhance coordination across service areas to deliver more cohesive outcomes
- Support the ongoing integration of functions within the Directorate
- Improve visibility and alignment across teams and services

Future Planning and Growth

- Contribute to the long-term strategic positioning of the region
- Support future planning initiatives and evolving service needs
- Ensure Council is well-positioned to respond to continued growth and change



Organisational Structure

The Director leads a diverse Directorate comprising key service areas including:

- Customer Experience
- Development Assessment
- Open Spaces (Parks and Gardens)
- Sports, Recreation and Community Development
- Natural Resources and Regulation

These functions collectively deliver a wide range of highly visible and community-critical services.

Stakeholders

The role operates within a broad and active stakeholder environment, including:

- Mayor and Councillors
- Chief Executive Officer and Executive Leadership Team
- Development industry and professional bodies
- Community organisations and regional stakeholders
- State government agencies and regulators
- Traditional Owners and Indigenous organisations

The Director will play an important role in maintaining strong, constructive relationships across these groups and supporting positive engagement outcomes for Council.



Systems and Technical Environment

The Directorate operates within a complex statutory and operational environment, including:

- Development assessment and planning processes
- Environmental health and compliance functions
- Local laws and regulatory frameworks
- Community services and facilities management
- Parks and open space operations
- Service planning, performance and financial management

While deep technical expertise is not required, the Director must be able to understand, oversee and integrate these functions at a strategic level.



Why This Role

This is a significant leadership opportunity within a growing and high-profile regional council.

The role offers the chance to:

- Contribute to the continued evolution of how Council delivers services
- Support strong community outcomes across development, liveability and customer experience
- Play a key role in shaping the future of one of Queensland's most recognised regions

With strong executive support and a clear direction for the future, this role provides the opportunity to build on existing strengths while contributing to meaningful and sustainable outcomes for the Whitsunday community.

The Successful Candidate

The successful candidate will be a capable and pragmatic executive leader who can operate effectively in a complex, customer-facing environment.

You will bring:

- Strong experience leading multidisciplinary service areas in local government or comparable sectors such as infrastructure, utilities, government enterprises or asset-intensive organisations
- Demonstrated ability to lead organisational change and improve service delivery models
- A clear commitment to customer experience and service outcomes, with the ability to influence culture and behaviours
- Sound understanding of development processes and regulatory environments, with the ability to operate credibly without needing deep technical specialization
- Strong commercial and financial acumen, including experience improving operating models, managing cost pressures and driving performance
- Proven ability to engage effectively with a wide range of stakeholders, including elected representatives and industry

Your leadership style will be practical, visible and outcomes-focused. You will be comfortable operating in an environment that requires balancing competing priorities, making sound judgements and communicating clearly in complex situations.

Selection Criteria

Candidates will be assessed against the following:

- Senior leadership experience managing complex, multidisciplinary service environments
- Demonstrated experience delivering service transformation and organisational improvement
- Strong commercial, financial and business acumen
- Experience operating within or alongside regulatory or development environments
- Highly developed stakeholder engagement and communication skills
- Relevant tertiary qualifications or equivalent professional experience

Candidates from both local government and comparable sectors are encouraged to apply.

Note: 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 the offer stage.



Remuneration and Contract

The Director will be appointed on a senior executive employment contract reporting to the Chief Executive Officer.

The remuneration package will include:

- Base salary
- Employer superannuation contributions
- Motor vehicle provision or allowance
- Additional executive benefits as applicable

An attractive executive package will be negotiated with the successful applicant.



About Council

The Whitsunday region is in the heart of tropical north Queensland, about 1,100 km north of Brisbane and 700km south of Cairns and is home to approximately 38,580 residents.

The Whitsunday region is one of Queensland’s most vibrant and fast-growing coastal communities, encompassing a mix of coastal townships, rural areas and island environments. It extends over 23,862 square kilometres and includes the major townships of Airlie Beach, Bowen, Proserpine, Cannonvale and Collinsville with numerous rural and coastal communities and residential areas scattered throughout the region.

The region is experiencing significant population growth, driven by lifestyle migration, housing demand and investment in tourism, industry and infrastructure.

Whitsunday Regional Council is a progressive organisation with a strong community focus and a clear commitment to sustainable regional growth. The Council plays a pivotal role in balancing development with environmental protection, enabling new investment while safeguarding the unique character that defines the Whitsundays.

Council’s values centre on customer service, collaboration, accountability and innovation. Its leadership team is working to strengthen the region’s investment readiness and to ensure Council’s strategic land assets are positioned to deliver housing, employment precincts and essential infrastructure for future generations.

Council administers in excess of \$1.4 billion in assets, including four library branches, six aquatic facilities, four customer service centres and various major infrastructure and equipment. They maintain 1784 km of roads and 120 parks and open spaces.

The Council is led by a Mayor and six divisional Councillors.



Links to Council Information





Corporate Plan Summary

Whitsunday Regional Council's Corporate Plan 2025–2030 represents the five-year strategic blueprint guiding all council decisions, services, and capital investment. It articulates a future where the region thrives on a resilient and diverse economy while preserving its liveability and natural assets. Council's vision states:

"A united community working together to drive a resilient and diverse economy and a liveable environment," with a mission "to ensure the Whitsunday Region thrives for everyone, now and in the future."

Strategic Pillars:

The Plan is structured around five interconnected strategic themes:

- 1. Our Economy** – Advance economic development through regional partnerships, tourism growth, and investment attraction.
- 2. Our Community** – Deliver vibrant, inclusive communities with high-quality liveability and services.
- 3. Our Environment** – Protect, preserve and enhance the region's natural environment and foster climate resilience.
- 4. Our Council** – Strengthen governance, organisational capability, financial sustainability and community trust.
- 5. Our Infrastructure** – Invest in sustainable infrastructure that supports growth and long-term service delivery.

Key Projects and Initiatives:

The Corporate Plan outlines high-level initiatives under each theme, supported by measurable outcomes. Highlights include:

- Implementing the Economic Development Strategy 2030, with a focus on strategic investment and emerging industries.
- Advancing major place-based planning initiatives, such as the Airlie Beach, Cannonvale, Bowen Foreshore, and Abbot Point master plans.
- Strengthening asset management through lifecycle planning, with an emphasis on roads, stormwater, and community facilities.
- Enhancing organisational culture and staff capability, while embedding customer experience improvements.
- Promoting environmental protection through waste management strategies and renewable energy initiatives.

This plan underpins Council's Operational Plan and Budget, ensuring a transparent link between community aspirations and Council's actions.

Sources:

- [Whitsunday Regional Council Corporate Plan 2025-2030](#)
- [Whitsunday Regional Council Operational Plan 2025-2026](#)



Financial Performance & Long-Term Plan

Whitsunday Regional Council has implemented a significant financial transformation aimed at achieving long-term sustainability while improving service delivery and operational efficiency.

Current Financial Position

As of the 2025–2026 financial year:

- **Operating Revenue:** \$134.8 million
- **Operating Expenses:** \$135.2 million
- **Capital Expenditure:** \$55.8 million
- **Asset Base:** \$1.3 billion
- **Total Loans:** \$91.9 million
- **Net Result:** Operating deficit of \$428,000 (budgeted), with a focus on restoring surplus position by FY2026–27.

Key Financial Sustainability Metrics

Council monitors performance against Queensland Treasury Corporation's sustainability ratios:

- **Operating Surplus Ratio:** -0.3% (target: $\geq 0\%$)
- **Net Financial Liabilities Ratio:** 34% (target: $\leq 60\%$)
- **Asset Sustainability Ratio:** 81% (target: $\geq 90\%$)

Although Council is currently under the target for Asset Sustainability Ratio, steps are being taken to rectify this through asset planning reforms and prioritised capital delivery.

Long-Term Financial Plan Strategy

Council's long-term financial plan is structured to:

- Restore operating surpluses by 2026–27. Ensure infrastructure investment aligns with population growth and asset renewal needs.
- Minimise debt exposure while maintaining capital delivery through external funding and grants.
- Strengthen own-source revenue through improved cost recovery, rating equity and service level rationalisation.

Council is also investing in business system upgrades to better support forecasting, reporting and evidence-based decision-making across departments.

Sources:

- [Whitsunday Regional Council Operational Plan 2025-2026](#)
- [Budget Statement and Rating Strategy 2025-2030 \(included in Operational Plan\)](#)



Summary of Economic Development Strategy

The Whitsunday Economic Development Strategy 2030 sets an ambitious course for regional economic growth, diversification, and investment attraction.

Strategic Vision: *To build a dynamic and thriving economy recognised nationally and globally for innovation, competitiveness, and liveability.*

Strategic Pillars:

The strategy is built around three central pillars:

- 1. Strategic Investment** – Attracting private sector capital, securing grant funding, advocating for major projects, and supporting master plan precincts.
- 2. Business & Employment Growth** – Developing education and training infrastructure, promoting entrepreneurship, and addressing housing and workforce supply.
- 3. Prosperous Places** – Improving place-based planning, tourism diversification, housing growth strategies, and promoting regional lifestyle appeal.

Key Initiatives:

- Establishment of an Investment Prospectus and Incentives Scheme targeting resources, tourism, agriculture, and future industries (bioeconomy, aerospace, etc.).
- Delivering an Economic Driving Event Investment Plan to leverage high-impact events, including sailing events linked to the 2032 Olympic and Paralympic Games.
- Supporting the creation of a Whitsunday University Hub and Centre for Excellence in future industries.
- Implementing a Local Housing Action Plan to secure housing for essential workers and attract population growth.
- Developing a Whole-of-Region Advocacy Platform to support major infrastructure projects, public services and private sector priorities.

The action plan includes 18 specific deliverables over a five-year period, aligned to sector-specific and place-based outcomes across tourism, mining, agriculture and future-focused industries.

Sources:

- [Whitsunday Regional Council Economic Development Strategy 2030](#)



Organisational Culture and Community Satisfaction Survey Results

Organisational Culture

Council is committed to creating a values-based culture focused on safety, integrity, respect and innovation. The Operational Plan 2025–26 includes strategic actions to:

- Build a diverse and inclusive workforce.
- Enhance leadership capability and staff development.
- Implement structured performance management systems aligned to strategic outcomes.
- Foster a customer-focused ethos through service delivery reviews and improved systems.

Community Satisfaction

The most recent Community Satisfaction Survey (CSS) undertaken in 2022 aimed to benchmark Council's performance, understand customer service perceptions and guide strategic improvement areas. Key Results:

- Overall Satisfaction: 3.53 out of 5 (from the 2021 survey).
- Highest Performing Services: Libraries (4.18), parks and open space (3.85), waste services (3.70). Top Improvement Priorities (2021 & 2022):
- Road maintenance
- Tourism and economic development
- Town centre revitalisation
- Local job creation and business support

Areas for Improvement

Council has recognised the need to:

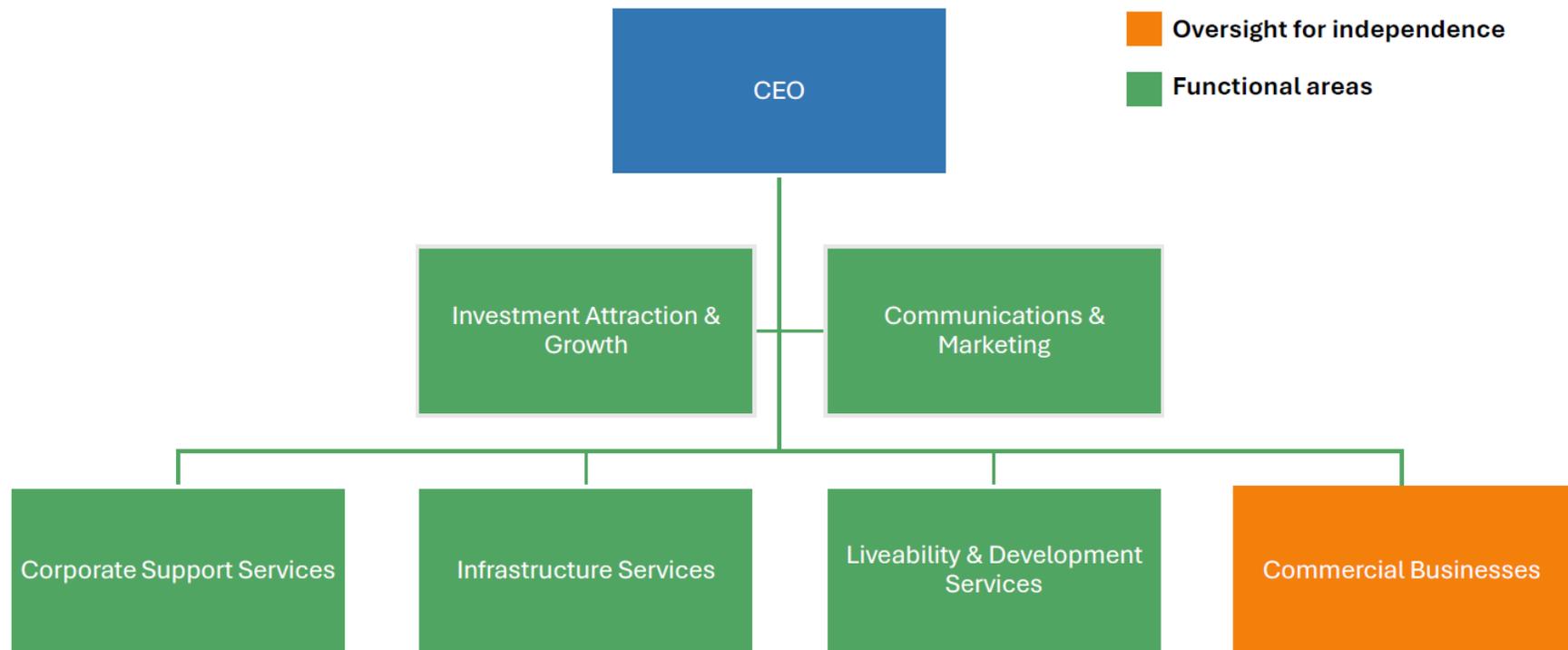
- Improve transparency and communication with residents.
- Increase responsiveness to service requests and complaints.
- Enhance maintenance of local infrastructure.
- Continue upgrading digital platforms for customer interaction.

In response, the Operational Plan includes actions to modernise customer interfaces, review service levels and embed continuous feedback loops from community engagement.

Sources:

- [Whitsunday Regional Council Operational Plan 2025-2026](#)

Organisational Structure





Living in the Region



Housing

The Whitsunday region offers a diverse housing market that caters to a range of lifestyles, from coastal living to hinterland and rural settings. Housing options include established family homes and modern residential estates in Proserpine, coastal apartments and townhouses in Airlie Beach and Cannonvale, and larger properties or acreage in surrounding rural localities. While demand for housing reflects the region's lifestyle appeal and growing population, there are opportunities across both the rental and owner-occupier markets. Compared with major metropolitan centres, the Whitsundays continues to offer attractive lifestyle value, particularly for those seeking proximity to the coast, outdoor living and a strong sense of community.



Educational Facilities

There are several schooling options in the Whitsunday region including several state primary and high schools, and numerous private schools offering education up to year 12. Tertiary education is also covered with a Queensland TAFE Campus located in Cannonvale and the CQ University and James Cook University both located in Mackay, which is approximately 2 hours drive.



Healthcare

There are excellent medical centres throughout the region and local hospitals; Proserpine Hospital and the Whitsunday Community Health Clinic that service the local community.



Living in the Region



Shopping & Dining

The Whitsunday region is famous for fresh seafood, and the local dining options are varied from a-la-carte to pub-style meals available to cater to all palates. Shopping for everyday essentials is readily available throughout the region, with boutique and specialty stores located in the hub of Airlie Beach.



Sports & Recreation

There are plenty of parks and open spaces with six aquatic facilities spread throughout the region, and if you prefer a team sport there are local sporting clubs available including touch footy, sailing, tennis, golf, and a local motorbike racing club.



Getting Around

The Whitsunday region is located about 1,100 kilometres north of Brisbane CBD and 700 kilometres south of the Cairns CBD. The area is served by major highways, the Brisbane-Cairns Railway line and the Proserpine, Hamilton Island, and Whitsunday airports.

Our Whitsunday : Our Utopia



Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the **Selection Criteria (Page 10)**



Evaluation Process

Leading Roles and Whitsunday Regional Council will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. Whitsunday Regional Council may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role. You will also be required to undergo medical checks, a criminal history check, VEVO “right to work” check as well as financial probity checks.



Indicative Timeframes



Applications Open

- Wednesday 25 March 2026



Applications Close

- 5:00 pm AEST Monday 13 April 2026



Initial Assessment

- Week commencing 13 April 2026



Council Interviews

- Week commencing 20 April 2026 (TBC)

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

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. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application, and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
Week 1-3 Application Stage	<ul style="list-style-type: none"> • Application Acknowledgment: Prompt acknowledgement of your application.
Week 4 Initial Interviews	<ul style="list-style-type: none"> • Applicant Review: We work closely with our clients to determine longlisted applicants that match the requirements for the role. • Video Conference Interviews: Initial interviews with longlisted applicants. • Feedback: Shortlisted applicants agreed with client. Feedback provided to applicants.
Week 5 & 6 Client Interviews	<ul style="list-style-type: none"> • Preparation: Shortlisted candidates receive a briefing prior to client interview. • Panel Interviews: Consultants facilitate client interviews, at the discretion of the client, online or in-person. • Feedback: Post-interview feedback provided to candidates.
Week 5 & 6 Verification	<ul style="list-style-type: none"> • Checks: Simple online verification, including: <ul style="list-style-type: none"> ◦ Reference Checks ◦ Criminal History and Right to Work Checks ◦ Psychometric Assessments (if requested by client)
Week 6 Offer & Negotiation	<ul style="list-style-type: none"> • Negotiation: Consultant to support salary negotiations. • Engagement: Direct candidate engagement with the Council for contract questions and onboarding.
Week 6 to 8 Project Finalisation	<ul style="list-style-type: none"> • Future Opportunities: If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.
Post Placement	<ul style="list-style-type: none"> • Check-in: Regular check-ins throughout the first year.



ANGIE SIMMONDS

Principal Talent Consultant



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.

CONTACT

☎ 1800 088 000

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Client Rating



Candidate Rating





WELCOME TO

AIRLIE BEACH

HEART OF THE REEF

ATTACHMENT

Position Description

Position Description

Director Liveability and Development Services

POSITION TITLE:	Director Liveability and Development Services
POSITION NUMBER:	
DIRECTORATE:	Liveability and Development Services
EMPLOYMENT CONDITIONS:	Common Law Employment Contract
POSITION STATUS:	Fixed Term Contract
ACCOUNTABLE TO:	Chief Executive Officer
LAST REVIEWED DATE:	March 2026

COUNCIL VALUES

Whitsunday Regional Council's culture is driven by the following values:



ACCOUNTABILITY
We are responsible, open and transparent about what we do and how we do it.

LEADERSHIP
We provide good direction and good decision making for our organisation and community in an understanding environment that embraces trust and continuous improvement.

SAFETY
We actively care for the health and wellbeing of our organisation and community.

TRUST
We foster trust within our community and organisation.

UNITY
We work together as a cohesive and proactive team.

PRIDE
We take pride in our diverse community and the service we deliver.

Position Description

Director Liveability and Development Services

PRIMARY PURPOSE

To provide direction to the customer-centred, service-driven Directorate to transform through innovation, efficiency in process improvement and provision of modern service delivery.

The Director will champion a culture of professionalism, responsiveness and solutions focused engagement, strengthening Council's reputation as investment ready, progressive and outcomes oriented. The role will lead transformation across systems, processes and service delivery models to enhance efficiency, transparency and accessibility while ensuring regulatory integrity, sustainable growth and community wellbeing in line with Council's Corporate and Operational Plan objectives.

KEY RESPONSIBILITIES

1. Provide strategic leadership and direction across customer experience, regulatory services, development assessment, community development, arts and culture, recreation, and open space management to deliver integrated, sustainable and high-performing services aligned to Council's Corporate and Operational Plans.
2. Drive exceptional customer and community outcomes by embedding a proactive service culture, improving accessibility and transparency, and ensuring responsive, equitable and professional service delivery across all Directorate functions.
3. Align planning, development, compliance, environmental health and community services with integrated, cohesive and high-performing service streams.
4. Actively provide development facilitation and utilise industry relationships to create solutions-focused and investment-ready opportunities to enable growth in the region.
5. Drive transformation across the Directorate by redesigning processes, digitising and streamlining customer pathways, optimising performance, and embedding contemporary, data-driven and innovative service delivery approaches that enhance workflow efficiency, reduce complexity and strengthen operational excellence and accountability across all teams.
6. Ensure statutory compliance and sound governance by overseeing the integration of development assessment, environmental health, local laws, compliance and enforcement activities, safeguarding environmental, cultural and public health standards while balancing growth and liveability.
7. Lead sustainable environmental and place-based outcomes through stewardship of natural resources, protection of open spaces, and long-term planning of parks, recreation facilities, community infrastructure, cemeteries and public amenities.
8. Build organisational capability and financial sustainability by leading multidisciplinary teams, fostering collaboration, managing risk and budgets effectively, driving continuous improvement and innovation, and providing expert strategic advice to the CEO and Council.

Position Description

Director Liveability and Development Services

OPERATIONAL ACCOUNTABILITIES

1. Provide effective leadership and oversight of all Directorate functions, ensuring services are delivered efficiently and in alignment with Council's Corporate and Operational Plans with a focus on achieving outcomes.
2. Lead, develop and empower multidisciplinary teams, operating across the region, fostering a high-performance culture focused on accountability, collaboration, innovation and equitable service delivery to all communities.
3. Oversee the preparation of business models, high-quality reports, strategic plans, policies and recommendations to Council, ensuring sound analysis, legislative compliance and informed decision-making.
4. Ensure the integration of development assessment, regulatory and compliance functions are delivered in a timely, transparent and legally robust manner, with clear risk management and defensible decision-making frameworks.
5. Drive continuous improvement across systems, processes and service delivery models, including digital transformation initiatives that enhance customer experience and operational efficiency.
6. Lead long-term service and asset planning across community hubs, libraries and community facilities, aquatic facilities, parks, cemeteries and public amenities to ensure sustainability, accessibility and value for money.
7. Ensure seamless integration and consistency of customer experience across planning, compliance, environmental health, community services and local laws through coordinated service standards, communication pathways and strong cross-functional collaboration that removes silos and improves responsiveness.
8. Lead early-engagement and pre-lodgement processes to facilitate high-quality development outcomes, strengthen industry relationships and position Council as investment-ready, supported by customer-service performance metrics and structured industry feedback loops that drive continuous improvement.
9. Manage Directorate budgets responsibly, ensuring financial sustainability, effective resource allocation and identification of external funding opportunities, including grants and partnerships.
10. Monitor and report on performance outcomes, service levels, regulatory timeframes and community impact measures, implementing corrective actions where required.
11. Identify and manage strategic and operational risks across environmental, regulatory, community and development functions, ensuring appropriate mitigation strategies are in place.
12. Foster strong internal and external stakeholder relationships, including with Councillors, community groups, industry representatives, traditional owners, State agencies and regulatory bodies.

Position Description

Director Liveability and Development Services

ORGANISATIONAL ACCOUNTABILITIES

1. Workplace Health and Safety

- Actively participate and promote a safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.

2. Culture

- Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.
- Comply with Council's Code of Conduct and all Council policies and procedures at all times.

3. Information Services and Technology

- Protect and manage Council's information assets in accordance with legislative, policy and process requirements.
- Use Council's technology appropriately and with respect.

4. Disaster Management

- Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
- Employees may be required to undertake duties during emergencies and disasters as necessary that may not be related to their substantive role.

5. Customer Service

- Demonstrate a comprehensive understanding of the various customers of Council, creating a culture of customer service excellence.

6. Financial Accountability and Governance

- Models compliance with Council's purchasing Policy.
- Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.
- Legislative Sub-Delegations and authorisations may also be applicable.

Position Description

Director Liveability and Development Services

QUALIFICATIONS/SKILLS

Essential

1. Tertiary qualification in a relevant discipline such as Urban & Regional Planning, Environmental Health, Environmental Management.
2. Extensive senior leadership experience in local government or a comparable sector in transformation of customer-centred, service-driven organisations, with responsibility for multidisciplinary teams across customer, regulatory, development, and community services.
3. Demonstrated experience working with statutory and regulatory environment, including customer service, development assessment, environmental health, local laws and/or compliance.
4. Strong strategic, financial and commercial acumen, including business planning, budget management, long-term planning, risk management and oversight of consultants and technical specialists.
5. Highly developed stakeholder engagement, communication and negotiation skills, with the ability to work effectively with Councillors, government agencies, industry and community representatives.
6. Proven experience leading organisational or service transformation programs, with demonstrated results in improving customer experience, efficiency and cross-functional integration.
7. Current Class 'C' Driver's Licence

Desirable

1. Postgraduate qualifications in leadership, governance or management are highly regarded.
2. Membership of a relevant professional body (e.g. Planning institute of Australia, Environmental Health Australia, AICD)

ACKNOWLEDGEMENT

This Position Description provides a general indication of the responsibilities and nature of the work to be undertaken by the employee. It is not intended to be a comprehensive list of all duties, tasks and/or requirements of the role.

The Position Description is reviewed on a regular basis and may be varied, with consideration being made for the employee's skills, experience and expertise. Any changes will be made in consultation with the employee.



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