

Group Manager Community Partnerships

Kempsey Shire Council

Candidate Information Pack



KEMPSEY
Shire Council

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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.



The Opportunity

This is a pivotal leadership role at the intersection of community engagement, communications and customer experience.

The position offers the opportunity to strengthen service consistency, enhance stakeholder confidence and contribute to organisational performance within a financially disciplined regional council.

The Opportunity

**Position**

Group Manager Community Partnerships

**Location:**

Kempsey, New South Wales

**Council:**

Kempsey Shire Council

Kempsey Shire Council is seeking an experienced senior leader to take on the role of Group Manager Community Partnerships.

This position leads a highly visible portfolio that shapes how Council engages with its community, communicates its work, and delivers customer experience across multiple service areas.

The portfolio includes:

- Customer experience (customer service and libraries)
- Communications and media
- Community engagement
- Community development and partnerships
- Community grants and key inclusion initiatives

This is a leadership role requiring strategic clarity, operational discipline and strong stakeholder capability. Council is seeking someone who can stabilise and strengthen the team, improve service consistency, and contribute to organisational performance in a financially constrained environment.

The Role

The Group Manager Community Partnerships leads a geographically dispersed and multi-disciplinary team. The role combines strategic leadership with day-to-day operational oversight, ensuring services are delivered consistently, efficiently and within budget.

A key requirement is aligning interconnected functions that directly influence how Council is experienced by its community.

Reporting Line

Reports to the Director Corporate and Commercial

Direct Reports

- Communications Manager
 - Community Engagement Manager
 - Community Development Manager
 - Customer Experience Manager
-

Key Focus Areas

1. Customer Experience and Service Reform

Improving customer experience is a central priority.

While the role directly oversees customer service and library operations, the broader challenge is influencing customer service standards across the organisation, including departments outside the portfolio.

Key responsibilities include:

- Driving implementation of Council's customer experience framework
- Strengthening complaint analysis and satisfaction monitoring
- Improving reporting and performance visibility
- Identifying and implementing service improvements
- Supporting internal teams to lift service standards

Council's customer service model includes multiple systems and decentralised processes. There is opportunity to streamline workflows, improve integration and strengthen consistency.

The successful candidate will need to balance practical short-term improvements with longer-term reform of the customer service systems and culture.

2. Communications, Media and Reputation

The communications function shapes Council's public image and internal alignment.

The Group Manager is responsible for:

- Ensuring consistent, timely and accurate communications
- Coordinating public messaging and campaigns
- Managing media relationships
- Advising executive and elected members on communication strategy
- Mitigating reputational risk

The communications team is skilled but requires clear prioritisation and stable leadership.

The role demands political awareness and sound judgement. Messaging in a regional community context requires sensitivity to local relationships, history and expectations.

This is not solely a technical communications role. It requires strategic insight and the ability to operate confidently in a public and stakeholder-facing environment.

Key Focus Areas

3. Community Engagement

Community engagement is fundamental to how Council consults, informs and collaborates.

The Group Manager will:

- Ensure engagement processes are structured and aligned to strategic priorities
- Support internal teams to conduct effective engagement
- Strengthen organisational capability in engagement practice
- Provide advice on stakeholder positioning and communication strategy

The role requires collaboration with the executive team and an ability to guide engagement activity so that it is purposeful, well executed and aligned to strategic objectives.

4. Community Development and Partnerships

Community development within Kempsey Shire is focused on building community capacity and resilience.

The role includes responsibility for:

- Establishing partnerships with community groups and agencies
- Supporting community-led initiatives
- Managing Council's community grants program
- Identifying funding opportunities
- Supporting key community events

An important aspect of this function is managing expectations. Council's intent is to support and strengthen community capability, rather than assume ongoing operational responsibility for community initiatives.

The portfolio also includes oversight of Council's Disability Inclusion Action Plan and reconciliation commitments. This requires inclusive leadership, cultural awareness and respectful engagement.

5. Library Services

Council's libraries provide literacy support, community programming, digital access and safe public spaces.

The Group Manager will ensure library services remain relevant and responsive to community needs. This includes supporting service innovation and working within a cooperative shared services model.

Libraries are an important community asset and a visible component of the customer experience portfolio.

Leadership Expectations

This is a significant people leadership role, and stability, clarity, accountability and team cohesion are priorities.

The successful candidate must:

- Build trust and credibility quickly
- Provide clear direction and performance expectations
- Strengthen accountability and delivery discipline
- Clarify roles and reduce duplication
- Foster collaboration across service streams
- Develop and mentor direct reports

Council's culture is relationship-based and collegial. Influence and open communication are valued.

Visibility is important. The role requires engagement with the community and participation in key forums where appropriate.

Stakeholder Environment

The Group Manager operates in a complex stakeholder environment.

Internally, the role works closely with executive colleagues and operational leaders across the organisation to influence customer service standards and engagement practices.

Externally, key stakeholders include:

- Community groups and leaders
- Business networks
- State and federal representatives
- Media outlets
- Regional agencies

The role requires maturity, resilience and political awareness. The successful candidate must be comfortable and confident in advising on sensitive issues and navigating competing expectations.

About You

You are an experienced senior leader with demonstrated capability in leading complex, multi-disciplinary teams.

You bring:

- A strong understanding of customer experience and service improvement
- Experience in communications, engagement or community-facing portfolios
- The ability to influence across organisational boundaries
- Confidence in advising senior leaders and elected members
- Financial acumen and experience managing competing priorities
- A structured approach to performance monitoring and continuous improvement

You are credible, calm and relationship-focused. You value collaboration but are prepared to set expectations and hold teams accountable.

You understand the realities of regional local government and can operate effectively in a public, community-facing environment. Local government experience is desirable but not essential. Adaptability and political awareness are critical.

What Success Looks Like

In the first 12-18 months, the successful candidate is likely to focus on:

- Stabilising and strengthening the leadership team
- Improving customer experience monitoring and service consistency
- Delivering tangible service improvements
- Strengthening communications discipline and stakeholder alignment
- Enhancing community partnerships and grant processes
- Building confidence among executive colleagues and elected members

Organisational Values

Kempsey Shire Council expects leaders to demonstrate behaviour aligned to its values:

- **C**ollaboration
 - **A**ccountability
 - **R**espect
 - **I**ntegrity
 - **N**urturing
 - **G**rowth
- (CARING)

- Caring for our community
- Caring for our team mates
- Caring for our environment
- Caring for our future in the Shire
- Kempsey Shire Council - we care

Values alignment will be an important consideration in appointment.

Qualifications

Essential

- Relevant tertiary qualifications and/or extensive relevant experience
- Current Class C Driver Licence

Desirable

- Leadership qualifications
 - Local government experience
 - Engagement certification
-

Remuneration & Benefits

About Kempsey Shire Council

Located on the Mid North Coast of NSW, Kempsey Shire includes coastal communities, regional townships and rural areas. The region has a strong local identity and an active civic environment.

Kempsey Shire Council delivers a wide range of services and infrastructure to support community wellbeing and economic development. Like many councils, it operates within tight financial parameters, requiring disciplined resource management and a focus on service efficiency.

Financial sustainability is a core organisational priority and informs decision-making across all portfolios.

Why consider Kempsey

Kempsey Shire offers a strong regional lifestyle on the Mid North Coast, with established communities and access to coastal and natural environments.

This role provides the opportunity to lead a broad and visible portfolio within a regional council focused on service improvement and organisational maturity.

\$150-\$180k

Base Salary
(commensurate with experience)

Superannuation

Statutory Superannuation applies

Rostered Day Off

One RDO per four-week cycle

Flexible Working

Flexible working arrangements and occasional work from home by agreement

Relocation Assistance

Up to 80% or approved relocation costs (subject to policy)

Relocation to the Kempsey region required unless extenuating circumstances apply

Salary Packaging

Including novated leasing options

Remote Housing Benefits

Available in eligible areas
(outside of the direct region)

Wellbeing Support

Employee Assistance Program
Fitness Passport Access



The Organisation

Kempsey Shire Council is a community-focused organisation serving a diverse and proud region on the Mid North Coast of New South Wales.

Guided by its values of Collaboration, Accountability, Respect, Integrity, Nurturing, Growth (CARING) the organisation is grounded in transparency, partnership and principled leadership.

The Organisation

Kempsey Shire Council

Kempsey Shire Council serves a diverse and geographically expansive region on the Mid North Coast of New South Wales. The Shire spans approximately 3,380 square kilometres, extending from the coastline of the Pacific Ocean westward to the Great Dividing Range.

The region includes the major centres of Kempsey and South West Rocks, alongside townships and localities such as Crescent Head, Hat Head, Frederickton, Smithtown, Gladstone, Stuarts Point and Willawarrin. The Shire combines coastal communities, productive agricultural land, national parks and river systems, including the Macleay River one of the largest coastal river systems in NSW.

Kempsey Shire is known for its natural beauty, strong Aboriginal heritage, agricultural productivity and growing tourism economy. The region plays an important service and employment role within the Mid North Coast.

Council delivers a broad range of services including:

- Roads and bridges
- Water and wastewater services
- Waste management
- Community facilities and cultural services
- Environmental planning and development assessment
- Regulatory and compliance services
- Open space and recreation facilities
- Economic development and tourism support

Council employs approximately 350–400 staff (fluctuates with capital programs) across infrastructure, corporate, community and regulatory functions.



At a Glance

Location:

Mid North Coast/Macleay Valley region, NSW

Area:

Approximately 3,380 km²

Population:

Over 30,000

Major Centres:

Kempsey, South West Rocks, Crescent Head, Hat Head

Traditional Custodians:

Dunghutti People

[Council Website](#)

[Council Publications](#)

[LinkedIn](#)

[Facebook](#)

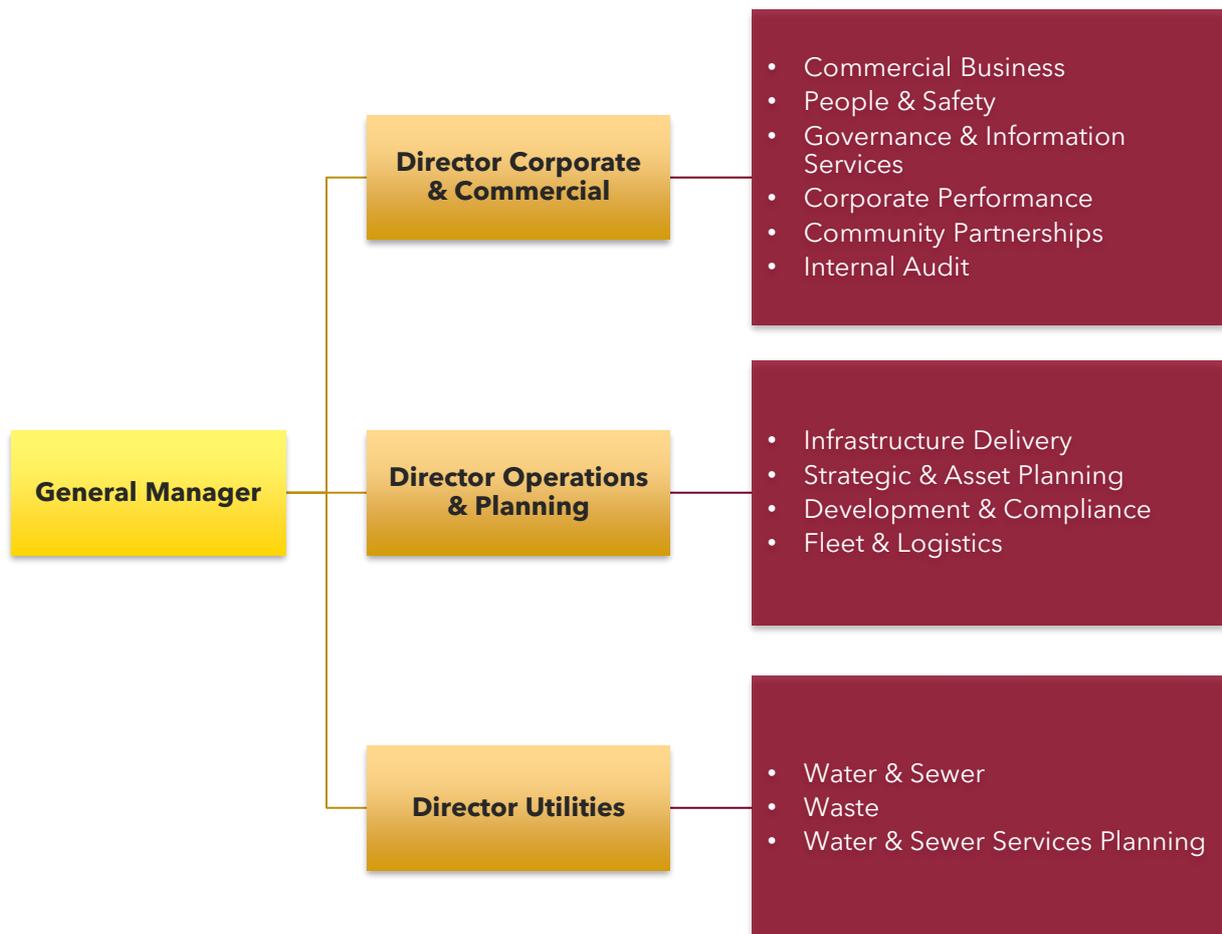
Governance & Structure

Kempsey Shire Council is governed by a Mayor and eight Councillors, elected for four-year terms under the NSW Local Government Act 1993.

The elected Council sets strategic direction and policy. The organisation is led operationally by the General Manager, supported by Directors responsible for:

- Corporate and Commercial
- Operations and Planning
- Planning and Utilities

Council operates within the NSW Integrated Planning & Reporting (IP&R) Framework, aligning long-term community aspirations with delivery programs, operational plans and financial strategy.



Strategic Direction

Community Strategic Plan 2045 - Your Future

Kempsey Shire Council's long-term direction is guided by the Community Strategic Plan 2045 - Your Future, which reflects the aspirations and priorities of the Macleay Valley community and sets the strategic direction for the Shire over the next 20 years.

The Plan sits at the top of Council's Integrated Planning and Reporting Framework, guiding Council's Delivery Program, Operational Plan and long-term investment decisions.

Council Vision

"From the mountains to the sea, our people are given the opportunities and infrastructure to create a safe, sustainable and inclusive community."

This vision reflects the community's strong connection to place, culture and environment across the Macleay Valley.

Strategic Focus Areas

To achieve this vision, the Community Strategic Plan is structured around four key focus areas:

ENVIRONMENT

Enhancing and protecting our natural and built environment

- Protect rivers, beaches and natural ecosystems
- Balance growth with environmental protection
- Promote healthy lifestyles through open spaces
- Improve resilience to climate change and natural hazards

ECONOMY

Growing and developing Kempsey Shire's prosperous economy

- Support local jobs and business growth
- Activate town centres and tourism opportunities
- Encourage investment and innovation
- Improve infrastructure and connectivity

COMMUNITY

Creating and celebrating a supportive, connected community

- Celebrate culture, heritage and identity
- Provide accessible services and community spaces
- Improve safety and wellbeing
- Support youth, recreation, arts and cultural activities

LEADERSHIP

Valued, knowledgeable and responsive leadership

- Strengthen community engagement and participation
- Encourage collaboration across government and industry
- Maintain transparent governance and decision-making
- Ensure financial sustainability and continuous improvement

Financial Position

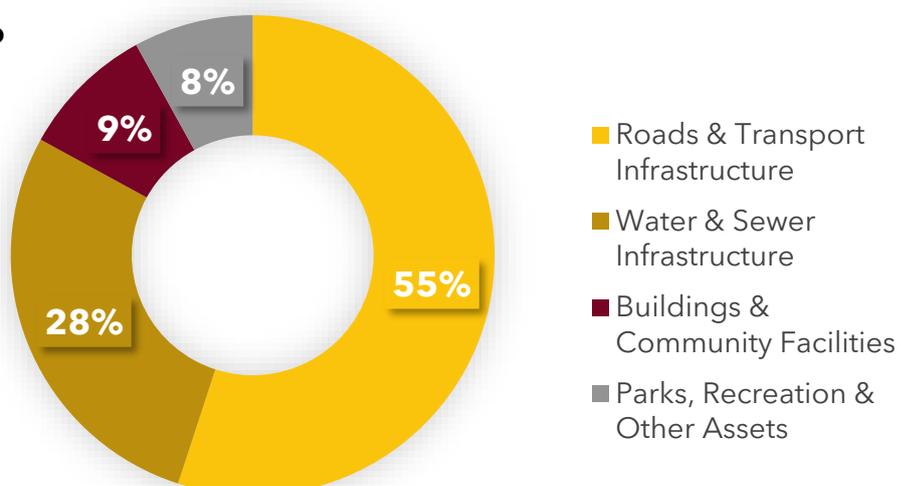
Kempsey Shire Council maintains a sound financial base while managing a substantial \$1.57 billion infrastructure portfolio across a geographically large regional community.

Financial Snapshot 2024-25

| | |
|-----------------------------|-----------------------|
| Operating Revenue | \$135 million |
| Operating Expenses | \$79 million |
| Net Operating Result | \$29.2 million |
| Infrastructure & Asset Base | \$1.57 billion |
| Cash & Investments | \$191 million |
| Rateable Properties | ~14,000 |

Council's financial profile reflects the challenges typical of regional councils – managing a large and geographically dispersed infrastructure network while maintaining service delivery to a modest ratepayer base.

Asset Portfolio



Long-Term Sustainability

Council's Long-Term Financial Plan focuses on strengthening financial sustainability through:

- Maintaining essential services including roads, water, sewer and waste
- Improving asset renewal and infrastructure investment
- Strengthening operating performance over time
- Managing borrowing responsibly
- Aligning capital works with realistic funding capacity
- Advocating for external funding to support regional infrastructure

Long-term sustainability remains closely linked to asset management maturity, operational discipline and continued State and Federal infrastructure support.

Economic Context

Kempsey Shire operates within a regional coastal and river-based economic environment characterised by a modest population base, significant natural assets and periodic exposure to flood events across the Macleay River catchment.

Economic priorities are aligned with Council's Community Strategic Plan and Operational Plans and reflect the Shire's geographic diversity, coastal tourism appeal and agricultural production base.

Economic Profile

The regional economy is underpinned by:

- Visitor economy and coastal tourism
- Construction and local trades
- Health, education and community services
- Small and medium enterprises
- Public administration

These sectors reflect the Shire's coastal location, productive rural land and role as a regional service centre within the Mid North Coast.

Strategic Focus

Council's economic development efforts concentrate on:

- Advocacy for infrastructure that enables housing and business growth
- Securing State and Federal funding for transport, flood resilience and community infrastructure
- Supporting local enterprise development and small business resilience
- Strengthening the visitor economy across South West Rocks, Crescent Head and the broader Macleay Valley
- Facilitating industrial land activation and employment precinct growth

Key Enablers

Economic development is supported through:

- Infrastructure investment (roads, water, wastewater and public facilities)
- Strategic land use planning and growth management
- Development assessment facilitation
- Partnerships with NSW Government and regional development agencies
- Cross-portfolio coordination across planning, infrastructure and community functions

Council's approach is pragmatic and long-term focused on enabling sustainable growth while responding to structural infrastructure pressures and environmental risk.

Culture & Capability

Kempsey Shire Council operates within a regional coastal and river-based local government environment characterised by dispersed communities, significant infrastructure responsibilities and periodic exposure to natural disaster events, particularly flooding.

Organisational capability, resilience and continuity of service delivery are central to Council's operating model.

Organisational Culture

Council continues to strengthen governance, internal systems and service delivery practices to support consistent performance across coastal, rural and hinterland communities. Recent initiatives have focused on:

- Improving internal processes and governance frameworks
- Strengthening financial and asset management maturity
- Enhancing digital systems and customer service responsiveness
- Supporting organisational resilience in a disaster-prone environment

Communication and transparency remain priorities, with structured community engagement, improved public reporting and clearer alignment between strategic plans and operational delivery.

Workforce & Capability

Council employs approximately 350-400 staff delivering infrastructure, planning, regulatory, community and corporate services across the Shire. Workforce priorities include:

- Building leadership capability across service areas
- Strengthening workforce planning and succession management
- Supporting recruitment and retention within a regional labour market
- Maintaining safe and sustainable workplace practices
- Embedding performance accountability and service standards

Community Confidence

Council monitors service delivery, community expectations and engagement outcomes through structured consultation processes under the Integrated Planning & Reporting framework.

Insights from community engagement inform service priorities, infrastructure investment decisions and continuous improvement initiatives.



The Region

The Kempsey region offers an exceptional lifestyle defined by coastal beauty, rural landscapes and a strong sense of community connection.

With access to pristine beaches, national parks and vibrant townships, the region combines professional opportunity with the balance and lifestyle advantages of regional living.



Positioned on the Mid North Coast of NSW, Kempsey Shire combines regional scale with coastal amenity. Leaders relocating to the area enjoy direct access to beaches, river recreation and national parks, while remaining connected to major centres via the Pacific Highway, offering both lifestyle and accessibility.

A diverse coastal and rural community offering natural amenity, lifestyle appeal and regional accessibility.

Housing

- Coastal homes and lifestyle properties
- Rural and acreage options
- Affordable housing relative to metropolitan NSW



Education

- Public and private primary and secondary schools
- TAFE access
- Universities in nearby regional centres



Health Services

- Kempsey District Hospital
- Access to major facilities in Port Macquarie

Lifestyle

- Beaches and surf culture
- Macleay River recreation
- National parks and hinterland
- Sporting, cultural and community events



Transport & Access

- Pacific Highway providing direct north-south connectivity along the NSW Mid North Coast
- Approx. 45 minutes to Port Macquarie and 1 hour to Coffs Harbour
- North Coast rail line servicing Kempsey with links to Sydney and Brisbane
- Port Macquarie Airport offering regular commercial flights to major cities
- Established regional road network connecting coastal and hinterland communities



The Appointment Process

How To Apply?

Candidates are invited to submit:

- Current CV
- A brief covering letter addressing the [About You - Page 9](#)

Applications should be submitted via the Leading Roles website.

Confidential enquiries are welcomed and may be directed to the nominated consultant.

Selection Process

The recruitment process will be undertaken in partnership with Kempsey Shire Council and will typically include:

- Desktop review of applications
- Initial consultant interviews with a select group of applicants
- Shortlisting in consultation with Council
- Formal interview with the selection panel
- Referee checks and pre-employment verification

Council may elect to conduct additional interviews or assessment activities where appropriate.

Preferred candidates may be required to undertake:

- Psychometric assessment
- Criminal history check
- VEVO right-to-work verification
- Financial probity checks

Indicative Timeframe

Applications open:

→ **Tuesday 17 March 2026**

Applications close:

→ **5:00 pm AEST Thursday 9 April 2026**

Initial assessment:

→ **Week Commencing 13 April 2026**

Council interviews:

→ **Week Commencing 27 April 2026**

These timeframes are indicative only and may vary depending on the recruitment process, Council availability and candidate scheduling.

Eligibility to Work in Australia

Applicants must be Australian Citizens or hold the appropriate visa to work in Australia. Right-to-work checks will be undertaken at the offer stage.

Privacy & Confidentiality

Leading Roles collects and manages personal information in accordance with the Information Privacy Act for the purpose of assessing applicants against the position requirements. Information provided in your application will be accessed by employees of Leading Roles and authorised Council officers, including Human Resources and selection panel members. Information will not be disclosed to any other person or agency without your consent, unless required by law.

What Happens Next?

Recruitment processes within local government are intentionally thorough to ensure transparency, merit and accountability.

From application to appointment, the process typically spans **6 to 8 weeks**, depending on scheduling and availability. We aim to provide updates at key stages as decisions are confirmed.

- 
- **Stage 1 - Application Review (Weeks 1-3)**
 - Acknowledgement of your application
 - Consultant review and initial assessment
 - Early communication where appropriate
 - **Stage 2 - Shortlisting & Initial Interviews (Week 4)**
 - Longlist identification in consultation with Council
 - Initial interviews (typically via video conference)
 - Notification of outcome
 - **Stage 3 - Panel Interviews (Weeks 5-6)**
 - Shortlisted candidates invited to panel interview
 - Candidate briefing provided in advance
 - Post-interview communication
 - **Stage 4 - Due Diligence & Offer (Weeks 6-8)**
 - Referee and probity checks
 - Psychometric assessment (if required)
 - Final negotiations and offer
 - **Post Appointment**
 - Regular consultant check-ins throughout the first year

Timeframes are indicative and may vary depending on Council availability and candidate scheduling.

Contact

Your Consultant

To discuss this appointment in confidence, please contact:

Angie Simmonds

Principal Talent Consultant | Leading Roles

Angie Simmonds is managing this appointment and will guide candidates through each stage of the recruitment process.

Leading Roles is committed to delivering a respectful, transparent and professional experience. Angie welcomes your enquiry at any stage.

We look forward to supporting you throughout the application process.



Contact Details

Phone: 1800 088 000

Email: angie.simmonds@leadingroles.com.au

Website: www.leadingroles.com.au

References

Kempsey Shire Council

- [Kempsey Shire Council - Annual Report 2024-25 Part A - Achievements](#)
- [Kempsey Shire Council - Annual Report 2024-25 Part B - Statutory Requirements](#)
- [Kempsey Shire Council - Annual Report 2024-25 Part C - Audited Financial Statements](#)
- [Kempsey Shire Council - Community Strategic Plan 2045](#)
- [Kempsey Shire Council - Delivery Program & Operational Plan 2023-2026 \(and 2024-25 updates\)](#)
- [Kempsey Shire Council - Long-Term Financial Plan](#)
- [Kempsey Shire Council - Strategic Asset Management Plan](#)
- [Kempsey Shire Council - Local Growth Management Strategy](#)
- [Kempsey Shire Council - Economic Development Strategy](#)

Australian Bureau of Statistics

- [Australian Bureau of Statistics - Regional Population Data \(Kempsey LGA\)](#)



Appendices

Supporting documentation, including the formal position description.

Appendix A

Position Description

| | | | |
|------------------------|--|------------------------------|---------|
| Position Title: | Group Manager Community Partnerships (PN 50) | | |
| Position Type: | Permanent Full-time | | |
| Department: | Community Partnerships | | |
| Date Approved: | December 2023 | | |
| Hours per week: | 35 | Award Classification: | Band 4 |
| FTE | 1 | Salary Classification | Grade 8 |

Position Purpose

Lead the Community Partnerships team by creating the conditions for efficient, effective and coherent customer, communication, and engagement services on an internal and external basis.

This role leads the teams responsible for delivering communications, community engagement, community development, and customer experience (libraries and customer service) functions across council. The teams are geographically dispersed, so a focus on bringing the team together as one unit and ensuring a cohesive and collaborative approach to internal and external service delivery and meeting council's organisational goals is critical.

Working with the Community Partnerships managers to ensure each team delivers high quality service, meets its objectives as outlined in the operational plan/other key performance indicators and meets statutory obligations is a key aspect of the role, as well as providing strategic direction and ensuring the effective operation of these teams and services day to day.

Key Accountabilities

1. Provide leadership and management to the Community Partnerships team through mentoring, supporting, and developing the direct reports, setting clear strategic direction, expectations and KPIs, supporting prioritisation of projects and workloads, developing a positive team culture and building connection as a wider team, monitoring and managing the team's performance individually and as a unit, motivating the group to achieve councils' goals, ensure workloads are being delivered as efficiently and effectively as possible with a focus on continuous improvement and delivering strong budgetary management.
2. Design and deliver integrated, cohesive, customer-focused service across council by driving the implementation of the customer experience framework actions, ensuring the customer is at the centre of everything we do, helping the organisation understand customer service standards, satisfaction drivers and addressing customer dissatisfaction, monitoring, reporting and analysing complaints and levels of satisfaction for council and recommending improvements to assist the organisation to meet its objectives.
3. Ensure council consistently provides responsive and efficient communications and engagement services internally and externally through providing clear purpose and objectives, actively promoting the benefits of these services to council and the community, ensuring that internal/external stakeholder relationship management, engagement and communication remains a priority across the organisation. Consistently reviewing service delivery against the changing needs of the organisation and the community, establishing programs and services to meet the identified needs, implementing key reporting mechanisms to monitor, review and measure success of these programs, designing and implementing policies, systems, and processes that support the consistent delivery of quality and effective communication and engagement services.

4. Plan and deliver innovative library services, programs, and events across the shire to support improved literacy, create community connections through provision of safe, accessible, and engaging public spaces, support access to technology and related services, work with Port Macquarie-Hastings Council as a part of the Library Co-operative agreement shared services model and implement the actions from the library strategic plan.
5. Establish effective community partnerships with community members, community groups, local business, networks, government agencies and other key stakeholders to support the development of the local community, build capacity, identify opportunities to collaborate, provide support, share information and advocate for the local community. Ensure community strategies such as the disability inclusion action plan are implemented and actioned and deliver/support a range of key community events to encourage community connection, celebrate our diversity, heritage and creativity and inspire connection, equality and inclusion in our community.
6. Develop and proactively manage a positive and consistent council brand, image, and reputation through ensuring all teams understand their responsibilities and represent council in a professional manner, coordinating and leading campaigns for council with positive outcomes, utilise and employ strategies to minimise negative publicity regarding council. Network, lobby and build effective relationships with media outlets, TV, print and radio, provide guidance and support to senior management and elected members pertaining to all forms of media and social mediums, ensure adequate education, training and guidance for the use of social media platforms such as facebook, and look for opportunities to actively promote council within and outside the Mid North Coast Region.
7. Support council as a high-performance organisation by ensuring that all staff have clearly defined roles and responsibilities, objectives and performance criteria covering their positions, implementing and managing individual performance that flows from organisational goals and priorities, identifying technical and leadership needs and developing solutions to mediate organisational gaps including succession planning. Contribute to councils strategic and corporate planning process for meeting the communities needs now and into the future, and actively participating in the performance review program consistent with councils' performance development system and policies.
8. Perform other reasonable duties as directed by the Director Corporate and Commercial or their delegate.

Core Competencies (Knowledge Skills and Experience)

Essential

- Relevant (tertiary) qualifications and/or extensive work experience relevant to the role
- Current Class C Drivers Licence

Desirable

- Leadership qualifications and/or training
- Experience working in a local government environment
- IAP2A Certificate of Engagement

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills and Experience

- Experienced people leader with the ability to influence, motivate and coach multi-disciplinary teams to achieve organisational goals
- Strong emotional intelligence and interpersonal skills with experience fostering and developing a positive team culture using a values-based leadership approach
- Experience working as a senior leader in a multi-disciplinary environment
- Ability to develop and implement cohesive reporting across a range of different business functions
- Experience implementing continuous improvement initiatives
- Conflict resolution and negotiation skills
- Ability to apply a strong focus on customer experience, communications and engagement and working collaboratively with the community
- Advanced stakeholder and relationship management skills
- Capacity to think critically, consider evidence, analyse complex problems, and make sound/timely decisions
- Strategic planning skills with the ability to design, develop and implement corporate strategies and provide strategic vision to the team
- Strong organisation skills with the ability to set expectations, plan and prioritise individual and team workloads and consistently meet deadlines
- Highly developed communication skills, including high level writing skills for a range of audiences and publications
- Intermediate to advanced Microsoft Office/computer skills with the ability to learn and successfully use a wide range of corporate business systems
- Sound understanding of financial processes and ability to prepare and monitor budgets

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

CARING Values

COLLABORATION

ACCOUNTABILITY

RESPECT

INTEGRITY

NURTURING

GROWTH

CARING FOR OUR COMMUNITY

CARING FOR OUR TEAM MATES

CARING FOR OUR ENVIRONMENT

CARING FOR OUR FUTURE IN THE SHIRE

KEMPSEY SHIRE COUNCIL – WE CARE

Supervision Received

This role reports to the Director Corporate and Commercial.

Supervision Exercised

The following roles report to the Group Manager Community Partnerships:

- Communications Manager
- Community Development Manager
- Customer Experience Manager

Position Description Endorsement

Learning and Development

Position Description reviewed and approved by:

People and Culture Representative:



Position Title:

Learning and Development Officer

POSITION DESCRIPTION

Date:

October 2025

People and Culture

Position Description reviewed and approved by:

People and Culture Representative:

JP

Position Title:

People and Culture Advisor

Date:

October 2025

Role Authorisation

«InternalApprovalSignature_tag»

Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

«CandidateSignature_tag»

