

A full-page background image showing a sea turtle swimming towards the left and a female diver in a black wetsuit swimming towards the right. The water is clear blue, and there is a coral reef on the left.

APPLICANT PACK

# GM Corporate and Commercial Services

Bundaberg Regional Council



## CONTACT

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Senior Executive Consultant  
Leading Roles

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# Message from the Mayor

To Our Prospective Applicants,

I welcome your interest in the GM Corporate and Commercial Services role for Bundaberg Regional Council.

Bundaberg Region is the fastest growing region in Queensland and the third fastest in Australia, our Council and ELT needs to be receptive to the changing population and needs of this rapidly growing area.

Whilst being responsive to the fast growth, as a team of Councillors and Executives leading the region, we also need to facilitate the growth in a measured and inclusive manner. Having succeeded with a recent election campaign based on a 'common sense' approach, my belief is that the community is looking for pragmatism, strong, bold and brave leadership, with a specific effort on Council focusing on their core responsibilities.

The new Council team is galvanised in their resolve to work together for the best outcomes for the region and its residents.

We look forward to receiving your application.

**Cr Helen Blackburn**  
Mayor





# Contents

<u>The Role</u>	4
<u>Salary Package Information</u>	9
<u>About Bundaberg Regional Council</u>	10
<u>Living in the Region</u>	11
<u>Recruitment Process and Timeframes</u>	14
<u>Contact</u>	16
<u>Attachment: Position Description</u>	



## Position Overview

The Bundaberg Region is located at the Southern end of the Great Barrier Reef and spans 6,451 square kilometres and is home to a population of 102,000 residents. The region offers a relaxed lifestyle with beautiful beaches, fishing, diving and boating, along with a thriving sugar and horticultural industry with the region experiencing steady growth in population numbers.

Bundaberg Regional Council is seeking an experienced and engaged General Manager – Corporate and Commercial Services to drive enhanced organisational effectiveness, transparency and sustainable financial management.

Reporting to the newly appointed CEO, Robert Williams, this role will lead financial, commercial, IT and customer service functions across the organisation. The ideal candidate will bring a blend of strong financial acumen, strategic vision, and exceptional interpersonal skills, contributing to a customer-focused, high-performing organisational culture.



# Key Responsibilities

- **Strategic and Operational Leadership:** Guide the development and implementation of accounting, commercial, information, and customer service strategies, aligning with Council's objectives.
- **Financial Stewardship:** Serve as the Council's financial leader, responsible for financial planning, budgeting, revenue management, and resource allocation to achieve long-term sustainability.
- **Corporate Strategy and Business Transformation:** Drive transformative initiatives that foster a customer-centric, transparent, and responsive service culture.
- **Commercial Operations and Asset Management:** Maximise Council's return on investment by optimising commercial assets, including fleet, property, and airport operations.
- **Risk and Compliance:** Oversee risk management and ensure adherence to audit, financial, and corporate compliance standards.
- **Team Development:** Cultivate a collaborative, positive workplace culture, supporting the professional growth of a diverse team.
- **Stakeholder Engagement:** Build strong relationships with elected members, executive leadership, and external partners, providing guidance and insights to inform decision-making.







## Organisational Contribution

The **General Manager – Corporate and Commercial Services** will be a pivotal member of the **Executive Leadership Team (ELT)**, reporting to CEO Robert Williams. Council seeks a proactive and collaborative leader who will drive the delivery of high-quality services, transparent financial stewardship and strategic initiatives aligned with Council's objectives.

This role includes direct reports such as the Accounting Manager, Commercial Manager, Chief Information Officer, Business Performance Team Leader and Customer Service Team Leader, overseeing a team of approximately 140 staff across financial services, commercial operations, customer service, business performance and information systems.

## Personal Attributes

Bundaberg Regional Council is seeking a General Manager with strong leadership qualities, strategic insight, and financial acumen. The ideal candidate will be:

- **Credible and Collaborative:** Able to build trust with peers, direct reports, elected members, and external partners, while fostering a high-performing team.
- **Customer-Focused and Innovative:** Committed to delivering excellent service for the community, with a focus on continual improvement.
- **Emotionally Intelligent and Resilient:** Exhibits high emotional intelligence, able to manage change and influence others effectively in a dynamic, evolving environment.
- **Approachable and engaging:** Inspires a positive work culture through open communication, integrity, and an engaging personal style.





# Opportunities, Challenges & Key Priorities

Bundaberg Regional Council, led by CEO Robert Williams, is embarking on a transformation focused on transparency, financial sustainability and community-centred service delivery. The General Manager – Corporate and Commercial Services will play a crucial role in advancing these goals by focusing on:

- **Financial Sustainability and Strategy:** Develop and implement a sustainable financial management plan, including innovative cost-recovery models and effective asset optimisation, aligning all financial functions with Council's strategic objectives.
- **Operational Efficiency and Performance:** Identify and implement efficiencies in service delivery, enhancing processes to meet Council's goals of resource optimisation and high service standards.
- **Cultural Transformation:** Foster a collaborative, customer-focused culture that values transparency, innovation, and responsiveness to community needs.
- **Risk and Compliance Management:** Oversee Council's approach to audit and risk, ensuring high standards in compliance, transparency, and proactive management.
- **Stakeholder and Community Engagement:** Strengthen relationships with key stakeholders, including State and Federal representatives and local communities, to enhance collaboration and trust.
- **IT and Information Services Strategy:** Drive a forward-looking Information Services Strategy that champions continuous improvement, innovation, and customer-centric digital solutions.



## Selection Criteria

- Proven experience in a similar executive role, leading multi-disciplinary teams in finance, commercial operations, IT and customer service within a local government context.
- Demonstrated success in aligning financial and corporate functions with strategic objectives to deliver sustainable business outcomes.
- Strong knowledge of local government regulations in financial management, audit, risk, and commercial asset optimisation.
- Ability to guide Council on effective user-pays models, balancing community needs with cost recovery.
- Proven success in driving cultural and structural change within large, complex environments.
- Chartered Accountant or Certified Practicing Accountant qualification required; additional qualifications in IT, property, or business management are desirable.

**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.





## Salary Package Information

Joining Bundaberg Regional Council introduces individuals to a welcoming and thriving environment, supported by an experienced and dedicated team. Bundaberg Regional Council is committed to "building Australia's best regional community." The Council acknowledges the significant contributions made by its employees, offering a rewards, benefits and recognition program that includes:

- Generous Salary Package
- Relocation Assistance negotiable
- Generous leave provisions
- Corporate gym membership
- Salary packaging
- Learning and Development programs



# About Council

**Bundaberg Regional Council has an impressive 653 hectares of natural assets, 470 parks and playgrounds, 10.327 billion litres of water treatment per year, 3071 km of road and 288 km of footpaths.**

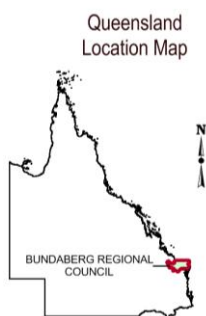
The Bundaberg Region, strategically located at the southern end of the Great Barrier Reef and extending from the Burrum River to Baffle Creek, spans 6,451 square kilometres and is inhabited by a population exceeding 102,000 residents. The population is projected to reach over 141,000 within twenty-five years. The region holds a high reputation due to the warmth of its residents, outstanding climate, affordable living, top-notch facilities and relaxed way of life.

The coastal area of Bundaberg offers unparalleled opportunities for fishing, diving, beachcombing and boating, set against the backdrop of a fertile sugar and horticultural region. Access to charming seaside villages extends from Buxton and Woodgate Beach in the south, encompassing Coonarr, Elliott Heads, Coral Cove, Innes Park, Bargara, Burnett Heads and Moore Park Beach.

Representing the ten divisions forming the Bundaberg Region, the Mayor and ten councillors are the elected officials entrusted with its governance.

Council values:

“To be a council that is customer focused, respectful and prides itself on teamwork, leadership, sustainability and innovation. We communicate in an open and respectful manner.”



Links to Council Information







# Living in the Region



## Housing

Housing in the Bundaberg Regional Council area is diverse, offering a range of options to accommodate the needs and preferences of its residents. Property prices can vary significantly depending on factors such as location, property type, size and proximity to amenities. Beachfront and waterfront properties, as well as those in highly sought-after suburbs, tend to command higher prices. The cost of housing in Bundaberg is generally more affordable compared to major metropolitan areas in Australia, such as Sydney or Melbourne.



## Educational Facilities

Bundaberg has several primary and secondary schools, both public and private, offering education from kindergarten to Year 12. Some of the well-known schools in the region include Bundaberg State High School, St. Luke's Anglican School and Kepnock State High School. The region is home to a few tertiary education providers that offer a variety of courses and programs. One of the notable institutions is CQUniversity Bundaberg, which offers a range of undergraduate and postgraduate degrees across various disciplines. TAFE Queensland also operates in the Bundaberg region, providing vocational training and education across a wide range of industries.



## Healthcare

The Bundaberg Regional Council area offers major institutions like Bundaberg Hospital and private options such as Friendlies Society Private Hospital and Mater Private Hospital. Additional services comprise public health clinics, GP practices, allied health facilities, aged care homes, mental health resources and community health centres.



# Living in the Region



## Shopping & Dining

The Bundaberg Regional Council area offers a vibrant shopping and dining scene that caters to diverse tastes and preferences. Shopping enthusiasts can explore a mix of retail options, from bustling markets showcasing local produce and crafts to modern shopping centres featuring a range of national and international brands. Residents and visitors alike can indulge in a diverse culinary journey, with an array of dining establishments spanning from charming cafes serving locally sourced delights to fine-dining restaurants offering gourmet cuisine. Whether you're seeking a leisurely shopping experience or a culinary adventure, the Bundaberg region provides a rich tapestry of shopping and dining opportunities to savour and explore.



## Sports & Recreation

The Bundaberg Regional Council area offers an active and engaging sports and recreation scene, catering to individuals of all ages and interests. Sports enthusiasts can take advantage of numerous facilities, including well-maintained parks, sports fields and fitness centres, where they can partake in a wide range of activities such as soccer, cricket, rugby and more. Water lovers can enjoy the nearby coastal areas for swimming, surfing and other aquatic pursuits. For those seeking a more leisurely experience, the region boasts serene parks and walking trails, perfect for nature enthusiasts and families.



## Getting Around

Bundaberg is located approximately 4.5 hours north of Brisbane and 1.5 hours north of Hervey Bay via road. The Bundaberg Airport provides regular domestic flights, connecting the area to major cities. Bundaberg also has a local bus service that serves various routes within the city and surrounding suburbs. Bundaberg is connected to Queensland Rail's North Coast Line, which offers train services between Brisbane and Cairns.





Bundaberg Region...  
the perfect place to live!



# 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



## Evaluation Process

Leading Roles and Bundaberg 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. Bundaberg Regional Council may elect to undertake further interviews as required.

Preferred applicants will be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role.



## Indicative Timeframes



Applications Open

- Week Commencing Monday 2 December 2024



Applications Close

- 5:00 pm Monday 13 January 2025



Initial Assessment

- Week Commencing 13 January 2025



Council Interviews

- Week Commencing 13 January 2025

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



## Your Executive Recruitment Team

We are pleased to introduce our senior recruitment team as your designated point of contact for this executive role. Should you require additional information or have any inquiries, we warmly encourage you to reach out to them. They will be more than happy to assist you throughout the process



### **BELINDA WALKER, EXECUTIVE TALENT CONSULTANT**

Belinda will lead and manage the screening and assessing of candidates, preparing reports and undertaking verification checks.

☎ 0411 449 447

✉ [belinda.walker@leadingroles.com.au](mailto:belinda.walker@leadingroles.com.au)



### **MARK GOLDSWORTHY, SENIOR EXECUTIVE CONSULTANT**

Mark will lead and manage the candidate engagement, and commence screening and assessing candidates.

☎ 0417 649 568

✉ [mark.goldsworthy@leadingroles.com.au](mailto:mark.goldsworthy@leadingroles.com.au)



### **JEANETTE GRAHAM, TALENT ACQUISITION SPECIALIST**

Jeanette will identify candidates with a history of executive success relevant to this position and support the targeted candidate engagement and marketing of these roles.

☎ 0422 469 956

✉ [jeanette.graham@leadingroles.com.au](mailto:jeanette.graham@leadingroles.com.au)





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ATTACHMENT

# Position Description



## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

<b>Position Title:</b>	General Manager Corporate and Commercial Services	<b>Industrial Instrument:</b>	Contract
<b>Position Number:</b>	3000	<b>Classification Level:</b>	Contract
<b>Employment Location:</b>	Bundaberg Service Centre	<b>Position Status:</b>	Contract
<b>Department:</b>	Corporate & Commercial Services	<b>Document Last Reviewed:</b>	07/11/2024
<b>Branch:</b>	Corporate & Commercial Services	<b>Job Dictionary:</b>	N/A
<b>Accountable To:</b>	Chief Executive Officer		
<b>Aim of Position:</b>	<p>Reporting to the Chief Executive Officer, this role is instrumental in the future success of the organisation through visionary, inspiring, connected, collaborative and strategic leadership with a focus on safety, performance, financial sustainability and continuous improvement.</p> <p>The General Manager leads multi-disciplinary teams to develop and implement strategies, programs, and activities that enhance financial outcomes and business performance for Council, ensuring appropriate, responsible and transparent stewardship of our community funds and assets. This role is key in providing strategic direction and oversight to Council operations in the areas of statutory and management accounting, business performance improvement, revenue and commercial asset optimisation including fleet, airport and property management in addition to customer service, information and procurement services. The role is also responsible for ensuring robust risk management is applied through the organisation, and monitored.</p>		

### Council Values

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



## Key Responsibilities

1. Lead the development and implementation of strategies to ensure effective management and delivery of accounting, commercial, information, revenue, customer service and business performance services, aligning with Council's strategic objectives.
2. As the chief financial representative of the organization, lead strategic and operational financial planning, analysis, and advice to support effective and efficient financial management and the achievement of Council's vision and corporate goals.
3. Lead corporate strategy, operational programs and business transformation relating to portfolio functions and provide clear guidance to leaders on direction, deliverables and performance expectations.
4. Embed and drive innovation and contemporary thinking to achieve business excellence.
5. Drive initiatives that enhance organisational capability, build a positive workplace culture, and support staff development to deliver high-quality services aligned with Council's vision and values.
6. Provide expert strategic advice and support to Council on financial matters including financial forecasting, costing activities, commercial opportunities, financial analysis and reporting, and information and asset management.
7. Lead and manage the development of organisational budgets and financial plans and the implementation of strategic initiatives to improve financial outcomes for Council.
8. Contribute to the development of corporate financial strategy, initiatives, and policy in the advocating of Council's needs and priorities within the corporate audit and risk framework.
9. Maintain high-level oversight of the coordination and management of the internal and external audit activities and lead improvement opportunities.
10. Develop strategies to maximise return on investment of key assets and internal services.
11. Maintain an Information Services Strategy which creates and maintains a culture of continuous improvement and innovation in relation to Council's systems and processes.
12. Develop comprehensive quality submissions and reports on complex financial management issues, presenting accurate financial data and analysis to support Council's needs.
13. Manage the delivery of projects relating to portfolio operations, driving continuous improvement and operational excellence through efficient resource allocation, process optimisation, and business transformation initiatives.
14. Manage and monitor the directorate's operational and financial performance to ensure the reporting departments operates within budget requirements.
15. Ensure high-quality and responsive service delivery by overseeing the management of customer and business support functions, championing process improvements, and promoting a customer-centric culture.
16. As a member of the Executive Leadership team, build and foster constructive, positive and robust working relationships with relevant stakeholders across the organization and the region through a united and collaborative team approach to financial, information and commercial operations and delivery related strategy and implementation.
17. Actively engage with the Executive Leadership team and Elected Member cohort to provide expert advice and support to ensure accountability for organisational capability relating to corporate and commercial operations and delivery programs and policies.
18. Participate in and own collective responsibility for delivery of organisational objectives and key performance indicators.



## Position Requirements – Qualifications and Experience:

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### Mandatory:

1. Current qualified Chartered Accountant and/or Certified Practicing Accountant in addition to significant demonstrated experience operating in a similar role at an executive level, leading a broad range of multi-disciplinary professional teams to deliver successful outcomes aligned with corporate strategy and operational goals in a Local Government finance and commercial setting.
2. Demonstrated high-level communication, interpersonal, consultation and negotiation skills and an ability to effectively engage and partner with Executive leaders and Elected members to ensure sponsorship and delivery of services delivery and major change initiatives.
3. Proven track record of delivering cultural change within a large and complex, highly regulated environment.
4. High-level ability to provide strategic advice and influence to the Executive Leadership team and Elected members in areas of specialisation without creating dysfunctional conflict and disengagement.
5. Thorough working knowledge of the diverse range of operational activities relevant to management of the Local Government financial management and corporate operations including:
  - Asset, statutory and management accounting
  - Audit and risk
  - Rates and revenue management
  - Property and facility management
  - Commercial operations including airports, fleet and procurement
  - Information services including cyber security and records management
6. High level knowledge of legislative requirements pertaining to the operations of Local Government and financial management.
7. Demonstrated understanding of contemporary human resource management and organisational development practices and methodology combined with proven experience in successfully leading large, diverse and engaged teams.

### Desired:

8. Tertiary qualifications in Information Technology, Property and/or Business
- 

## Organisational Capabilities: Executive Leadership Team (Leading the Organisation)

This position description is to be read in conjunction with the Bundaberg Regional Council Organisational Capability Framework, which identifies and defines the core capabilities essential for individual, team, and Organisational success. Responsibilities within this role include adhering to the capabilities and standards outlined in the Framework.

## Organisational Accountabilities: Executive Leadership Team (Leading the Organisation)

This position description is to be read in conjunction with the Bundaberg Regional Council Organisational Accountabilities which identifies the expected standards of performance for all roles and levels in Council.

### Immunisation Requirements

Not applicable

### Clean Shaven Requirements

Not applicable

### Health Monitoring

It is a condition of employment within Council that any employee who is identified as being at significant risk must undergo health monitoring at Council's expense. Health monitoring is provided to employees who may have an increased risk to their health because of exposure to hazardous chemicals/substances as identified in Division 6 and Schedule 14 of the Work Health and Safety Regulation 2011.

Employee Acknowledgement	
<p>I confirm that I have received, read, and understood the job description for my role. I understand my responsibilities and agree to perform them to the required standard.</p> <p>I acknowledge that this job description may be updated as required to reflect business needs.</p>	
Employee Name:	
Date:	
Signature:	