

**POSITION DESCRIPTION**

Manager, Civic and Executive Services  
(POS2602)

<b>Directorate:</b>	Community and Lifestyles	<b>Department:</b>	Civic and Executive Services
<b>Position Grade:</b>	Manager	<b>Reports to:</b>	Director Community and Lifestyles
<b>Last review:</b>	Sept 2023	<b>Next review:</b>	Sept 2026
		<b>Version No.:</b>	1.0

**Organisation purpose:**

Liverpool City Council is rapidly transforming to lead the Liverpool community through a period of immense change and growth. The Liverpool Community Strategic Plan, *Our Home, Liverpool 2027*, provides a focus on working collaboratively with residents and stakeholders to ensure their present and future priorities and goals are realised. Through a four-pronged strategic vision of *Creating Connection, Leading through Collaboration, Generating Opportunity* and *Strengthening and Protecting our Environment*, Council aims to deliver both innovative and practical services to its community.

**Position purpose:**

Coordinate direct and provide expert advice on a diverse range of Council and executive service activities including Civic engagements in a pro-active and efficient manner.

Through a period of continuing change and growth, drive and lead the development of an innovative and best practice executive services to achieve business results to Council's requirements.

Evaluate and develop executive services and responses that provide high quality, accurate and timely services to the Mayor, Councillors, Executive Team and the broader community. Working closely with the CEO, Director Community & Lifestyles and senior staff to ensure systems and processes are forward looking, innovative, efficient and effective. Lead, facilitate and coordinate civic and citizenship functions and all associated activities for official ceremonies.

**Key accountabilities and responsibilities:**

- Initiate and drive the development, delivery and evaluation of a range of high-level Council and Executive initiatives related to Council Meeting Agendas, Minutes, Resolutions, Reporting and Tracking of Actions, Management of Councillor Requests, Councillor Briefing Sessions, Councillor Workshops, Councillor Conferences, Mayor and Councillors Mobile Office, Correspondence, Preparing Speeches, Councillor Development, and the Civic Advisory Committee.
- Provide advice on a range of Council Policies including but not limited to the Code of Meeting Practice and Code of Conduct.
- Engaging with and building positive and professional relationships with a diverse range of stakeholders as part of the executive services and events portfolio including councillors, dignitaries, public identities, community groups, government agencies and ministerial offices to deliver executive services and civic events.
- Coordinating, facilitating and delivering events including civic and citizenship functions and official openings and other related events. Taking an active role at events including as required council representative or facilitator/MC, managing protocols and procedures and giving due consideration to political and cultural sensitivities.
- Leading and coordinating the operational, financial, resourcing and administrative needs for all events and functions to ensure responsible financial control, timely and successful delivery of all Civic events whilst maintaining civic regalia, merchandise, gifts and invitations for all events and functions.
- Lead and develop a cohesive and high achieving team that promotes and delivers excellent customer service in the performance of its duties to Council, the community and to Councillors, in accordance with Council business objectives and policies (including work health and safety, ethical behaviour, risk, dignity and respect, and equal employment opportunity), delivered in an ethical, social and environmentally responsible manner.

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- Deliver high quality advice in executive services and civic events that is aligned to business requirements, optimises employee achievements, optimal results and performance, and embrace and engage with Council's strategic vision for change and growth.
- Engage, consult, and build collaborative relationships with internal and external stakeholders to seek input and advice in relation to people and organisational development initiatives and industry trends, and keep abreast of current developments and emerging trends in all areas of responsibility that support the ongoing success of Council.
- Foster a culture of continuous improvement to develop solutions to emerging challenges in a cost effective and sustainable manner, ensuring that Council is optimally leveraging opportunities and implementing best practice procedures.
- Representing Council and the CEO at times at meetings including Ordinary and Extraordinary Meetings of Council, Civic Advisory Committee and other relevant Committees, Mayor and Councillor's Mobile Office, Councillor's Briefing Sessions, Councillor Workshops and external Conferences, Seminars and relevant Network Groups and all Civic functions.
- Facilitate and oversee all engagement activities of Council including forums, community open days and other strategic engagement activities.
- Using Council systems and programs, including financial, procurement, people, records, auditing, risk assessment and reporting, to progress and monitor organisational and employee performance and achievement, to ensure employees compliance with relevant Council policies and legislation.

### Decisions made in the position:

- Changes and improvements to Council and Executive service and civic events.
- Decisions within delegation for financial and people management including supplier selection and managing staff performance.
- Allocation of resources to achieve outcomes within the Council and Executive team.
- Expert advice (and where appropriate adoption of new approaches) to the CEO, Executive Management team, and managers on Council and Executive matters when precedent does not exist, including anticipating and managing any related risk.
- Development of the annual Civic and Citizenship calendar within the required budget.

### Decisions referred:

- People management decision, i.e. new appointments, dismissal, restructures, salary progress
- Expenditure in excess of delegation
- New initiatives and policy changes
- Issues of potential political importance or of high sensitivity

### Key issues/challenges:

- Leading the development and implementation of Council and Executive practices across Council.
- Leading the Civic engagement of Council ensuring official protocols are maintained.
- Understanding the nature of Council's operating environment and strategic objectives,
- Achieving organisational acceptance and establishment of a culture that embraces ongoing business improvement and excellent customer experience.
- Promoting a positive and professional Council image through representation and attendance at committees, events and council meetings as required.

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- Leading implementation of critical and imperative changes and initiatives across Council achieving high levels of ownership and compliance.
- Managing in a constantly changing and political environment
- Achieving outcomes within an environment of increasing demand, contracting resources and competing priorities
- Ensuring delivery within strict deadlines whilst managing additional complex projects
- Communicating with people at levels of the organisation
- Having a “can do” attitude with the ability to analyse and solve problems at the source.

### **Key working relationships:**

#### **Internal**

- Chief Executive Officer
- Executive and Management Team
- All staff
- Mayor and Councillors

#### **External**

- Government Agencies
- Legal Advisors/Firms
- Local Gov't Agencies
- Various professional consultants
- External Auditors
- Community members

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### POSITION SPECIFICATION

*This section needs to be addressed in any application for this position.*

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

#### ESSENTIAL CRITERIA

##### Qualifications/Licences

- Relevant degree or equivalent and management experience, combined with extensive practical experience in the relevant areas in order to effectively plan, develop and control the activities of the Department
- Current Class C Driver's Licence

##### Experience

The position requires the application of management skills in a diverse organisation to establish corporate goals and objectives. The applicant must have:

- Demonstrated experience in coordinating council meeting.
- An understanding of the Code of Meeting Practice and Code of Conduct.
- An understanding of Council's functions, event protocols at all level of Government.
- Demonstrated achievements in leading and facilitating initiatives, including proven ability to lead and motivate others in working collaboratively in the delivery of executive services to a board, council and/or executive team.
- Demonstrated experience in event management from conception to completion.
- Demonstrated experience in the development and delivery of plans and budgets and generating innovative approaches to delivering solutions and services.
- Demonstrated experience in working with executive, managers, employees and other high-level stakeholders to initiate and manage projects, events or resolve high priority often sensitive and complex Council and Executive matters, by leveraging problem solving and decision making ability, to seek completion or resolution.
- Excellent interpersonal, written, and oral communication skills, including the capability to negotiate and resolve issues with people at all levels and the ability to persuade and influence at a strategic and operational level. Particular highly developed verbal and presentation skills including public speaking.
- Demonstrated experience in prioritising, meeting deadlines and managing schedules and projects to tight timeframes.
- Demonstrated experience in working effectively with elected officials in a high-pressure political environment.
- Demonstrated experience in managing business-critical meeting agendas and minutes, including reporting and tracking of outcomes and actions, to a high standard and in accordance with strict timeframes.

##### Knowledge and Skills

The position requires the application of a range of specialist knowledge and skills including:

- Knowledge and skills in consulting, influencing, leadership and stakeholder management.
- Knowledge and skills necessary to promote early intervention strategies into potential complex and sensitive Council and Executive matters.
- Knowledge and skills necessary to provide authoritative advice to the CEO and Executive Management team on matters concerning the Council and Executive functions outlined in this Position Description.

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- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Knowledge of the Local Government Act and relevant legislation.
- Demonstrated ability to work effectively in a politically sensitive environment.
- Demonstrated ability to provide authoritative advice.
- Demonstrated ability to interpret and implement relevant legislation and policies.

Note: This role requires a willingness to travel and an ability to work outside of core hours at times to meet event and function needs.

### **DESIRABLE CRITERIA**

#### **Qualifications/Licences/Experience/Knowledge and Skills**

- Relevant post graduate qualifications
- Knowledge of key priorities, opportunities and challenges in Liverpool and/or Southwestern Sydney
- Experience in Local government.

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The **People Capability Framework** assists Council in delivering its community priorities through its Directions, by providing a consistent approach to defining the required skills, knowledge and abilities to undertake roles within Council at all levels. The Framework is used for achievement planning and assessment, identifying individual development needs, and career planning.

Direction	Capability	<p align="center"><b>CORE CAPABILITIES</b> Apply across all directions</p> <p align="center">Accountability Adaptability Communication Customer Focus Teamwork</p>
<p align="center"><b>CREATING CONNECTION</b></p>	Achieving Results	
	Influence & Negotiation	
	Project Management	
	Relationship Building	
	Safety Awareness	
	Safety Leadership	
	Use of Technology	
<p align="center"><b>STRENGTHENING AND PROTECTING OUR ENVIRONMENT</b></p>	Act with Integrity	
	Innovation	
	Problem Solving	
	Project Management	
	Safety Awareness	
	Safety Leadership	
	Use of Technology	
<p align="center"><b>GENERATING OPPORTUNITY</b></p>	Attention to Detail	
	Decision Making	
	Influence and Negotiation	
	Personal Development	
	Project Management	
	Relationship Building	
	Self Awareness	
	Takes Initiative	
	Strategic Thinking	
	Systematic Thinking	

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<p><b>LEADING THROUGH COLLABORATION</b></p>	Coaching	
	Finance	
	Innovation	
	People Management	
	Problem Solving	
	Relationship Building	
	Self Awareness	
	Strategic Thinking	
	Systematic Thinking	

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**