



POSITION DESCRIPTION

Position Title	Governance Manager
Position Code	7214
Business Unit	Governance
Work Group	Corporate & Leisure
Position Classification	Senior Executive Officer (SEO)
Effective Date	March 2025

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Be a champion and trusted advisor to staff and Councillors on governance matters, assisting in the ethical and transparent operation of the organisation as a public entity and democratically elected body.

1.2 Facilitate an effective governance framework for the organisation, based on:

- A rigorous understanding of risk and Council's risk appetite;
- The requirements of the Local Government Act and other relevant policy, legislation and legal requirements;
- Appropriate policies, processes, systems and controls to support efficient compliance, transparent and timely reporting, and focused delivery of Council's objectives.

- 1.3 Oversee delivery of the Local Government Act Integrated Planning Framework by the organisation, including leading development of the Community Vision and Council Plan.
- 1.4 Mature and continuously improve the team, including the embedding and enhancing of Procurement and Project Management frameworks, tools and training; and transforming council's leasing, licencing and property contracts function.
- 1.5 Implement initiatives in a constructive way that builds engagement with staff and facilitates efficient, effective and compliant operations.

2. Working Relationships

Reports to	Director Corporate & Leisure
Supervises	Governance & Reporting Advisor Procurement Specialist Property Contracts Specialist

3. Key Responsibilities

3.1 Governance

- 3.1.1 Maintain a governance framework which meets regulatory, legislative, Council and Audit & Risk Committee requirements and oversee the provision of Governance services, including: the Integrated Planning & Reporting Framework; Risk Management Framework; Audit & Compliance; Policy Register; Fraud Controls; Delegations; and Freedom of Interest Requests.
- 3.1.2 Facilitate the organisation's development of the Community Vision and Council Plan, which set the strategic direction for council, including associated community engagement activities. Subsequently oversee corporate reporting to the Executive, Council, community, and external bodies to ensure delivery against the Council Plan is transparent.
- 3.1.3 Oversee the suite of Governance policies, including the maintenance, testing and improvement of Council's Business Continuity Plan and the upkeep of Council Local Laws, to ensure compliance with statutory requirements.
- 3.1.4 Run council's internal and external Audit program and supporting administration for the effective operation of Council's Audit & Risk Committee.
- 3.1.5 Ensure that Council has a fit for purpose Risk Management and compliance/internal audit framework, including policies and procedures, in which accountability is clearly identified, monitored, reported and improvements implemented.
- 3.1.6 Co-ordinate Council's local government election process.

- 3.1.7 Advise on legislative, regulatory and policy changes which affect Council. Facilitate the centralised provision of third-party advice, including legal advice, and in relation to land, property and leasing, complaints/litigation, or other specialist matters.
- 3.1.8 Be the central point of contact for regulatory bodies (e.g. Ombudsman, OVIC, LG Inspectorate). Support the Councillor Conduct Officer and Public Interest Disclosure Officer (Manager People & Culture) as needed, maintaining the strictest confidentiality.
- 3.1.9 Lead escalated complaint investigations as necessary, including assessments of Unreasonable Conduct (Non-Staff) related matters, providing recommended actions to address underlying issues and improve business operations.

3.2 Leadership of Specialist Advisory Functions

Lead the team of specialist advisory roles and functions, specifically: Procurement, Project Management, Property Contracts (Leasing, Licencing, Sale/Purchase of Land/Property), and General Insurance, to:

- 3.2.1 Oversee management and implementation of policies and procedures in accordance with the Local Government Act and other relevant regulations.
- 3.2.2 Develop, embed and continuously improve supporting frameworks, reporting mechanisms, tools and policies, to ensure the organisation is equipped and trained to achieve positive community outcomes, value for money, transparency, and compliance with the relevant legislation.
- 3.2.3 Develop and maintain relationships with internal and external stakeholders (including suppliers) to ensure appropriate prioritisation, high-quality service delivery and to manage contract delivery from commencement to completion.
- 3.2.4 Deliver ongoing training and coaching to all relevant staff, to support them in the confident use of the associated frameworks, enabling greater efficiency and improved decision-making.
- 3.2.5 Work with internal stakeholders to design and optimise supporting technology systems and data.
- 3.2.6 Audit, monitor and report on compliance with standards, deliverables, resources and timelines.
- 3.2.7 Procurement
 - Support the specialist in advising and monitoring the organisation in providing procurement activities that achieve value-for-money for council and ratepayers.
 - Assess spend categories to identify and implement savings through improved procurement and supplier management activities.

3.2.8 Property Contracts:

- Support Property Contracts Specialist in the leasing, licensing, sale and purchase of property, to optimise community usage and council revenue, through the development and delivery of a transformation plan to improve the service provision of this function.
- Assist in prioritisation of workload, prioritising contracts and initiatives to maximise revenue and address known risks, balancing team capacity with business needs, and maximising capacity across the full team where possible.
- Establish stakeholder forum to consult, communicate and advise on service provision and priorities.
- Work with the specialist and key stakeholders to ensure roles and responsibilities are clearly defined and understood.

3.2.9 Project Management:

- Regularly report and provide information to the Executive team to help them identify, define, prioritise, select, initiate, manage, control, track benefits and evaluate projects according to the strategic objectives of the organisation.
- On occasion, Program Manage major council projects or programs, to deliver to time, quality and budget. These projects may be complex in nature and involve a broad range of colleagues across the organisation.

3.2.10 General Insurance:

- Lead the team to run the renewal of council's annual general insurance provision, balancing risk management with commercial impacts.
- Assist the organisation in identifying opportunities to reduce insurance premiums through improved mitigants and controls.
- Oversee the team's provision of general insurance claims handling, ensuring claims are dealt with in an efficient way, and community members receive proactive communication on progress.

3.3 Leadership

3.3.1 Champion the benefits of good governance at all times.

3.3.2 Lead the team to provide good customer service and sound advice to internal customers.

3.3.3 Support the team and organisation through its transformation journey by designing, implementing, and embedding programmes which are colleague- and customer-focused and add value to staff and Council generally.

3.3.4 Manage, coach and develop the Governance team members, in accordance with performance objectives, skills acquisition and personal development plans.

3.3.5 Monitor the overall capacity and cross-skilling of the team, to optimise service provision whilst support team wellbeing.

3.3.6 Oversee delivery of a Business Unit Plan to time, quality and budget.

- 3.3.7 Ensure cost effective delivery for the function. Prepare and adhere to the business area budget.
- 3.3.8 Ensure customer requests are responded to in accordance with our Community Promise.

4. Core Physical Requirements

- 4.1 Capacity to undertake office-based activities for extended periods of time; to lift items unspecified in weight within individual limits; and to drive a motor vehicle.
- 4.2 There is some requirement to attend meetings outside of normal business hours.

5. Accountability and Extent of Authority

- 5.1 Responsibility and authority for developing and implementing appropriate business systems that support all areas of Council's operations.
- 5.2 Responsible for providing governance, risk and specialist advice to the organisation.
- 5.3 Responsible for the overall efficiency and effectiveness of the function and staff in the Governance business unit.
- 5.4 Accountable to lead policy development within the areas of the position's key responsibilities.
- 5.5 Authority to meet all accountability of the position within policy and delegations, statutory obligations and budget.

6. Judgement and Decision Making

- 6.1 Ability to use knowledge and experience in problem solving and development of policy options.
- 6.2 Ability to analyse and use good judgement on policies.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

- 7.1.1 Provide expert advice and support to staff, sourcing external specialist advice when required, to ensure adherence to legislation, policies and procedures, whilst seeking to facilitate desired community and business outcomes.

- 7.1.2 Ensure systems and processes are documented, and ensure appropriate records management, to retain knowledge and increase business continuity by cross-skilling within the team.

7.2 Management Skills

- 7.2.1 Oversee the Governance & Reporting Advisor in their role as Privacy Officer, Procurement Specialist and Property Contracts Specialist.

7.3 Interpersonal Skills

- 7.3.1 Provide expert, trusted, and accurate advice to the organisation and councillors to assist in determining appropriate, ethical and compliant decision-making and courses of action.
- 7.3.2 Produce reports and make presentations as required to Councillors, the Corporate Management Team and other forums.

8. Qualifications and Experience

- 8.1 Relevant degree and/or higher level qualifications in project and risk management, business management or equivalent.
- 8.2 A high level of knowledge, experience and technical expertise in leading all the functions of the role. (Applications should please explain all that apply and any areas that would be new.)

9. Key Selection Criteria

- 9.1 Demonstrated experience as a trusted governance advisor and champion of ethical and compliant behaviour for an organisation and its councillors (or equivalent).
- 9.2 Direct knowledge and experience of the Victorian Local Government Act (or equivalent), and the interpretation and application of legislation and governance frameworks.
- 9.3 Experience of transforming of a function to address issues and continually improve performance and service to its customers.
- 9.4 Ability to manage and lead staff with a range of specialist skills, abilities, confidence and experience. Experience supporting team members to navigate prioritisation of work to meet business needs, balanced with internal capacity and wellbeing.
- 9.5 Demonstrated discretion and integrity in working with sensitive situations and conducting confidential investigations.

- 9.6 Outstanding communication and interpersonal skills, in particular report writing and liaising and negotiating with stakeholders, including colleagues, community, tribunals and services providers.

Authorised by: Director – Corporate & Leisure

Date: 20/3/25

Employee's Signature:

Date:
