

Position Title	EXECUTIVE DIRECTOR STRATEGY & CORPORATE SERVICES
Directorate	Strategy & Corporate Services
Department/Business Unit	Strategy & Corporate Services
Team	Executive Leadership Team
Classification	Senior Officer
Date	August 2025

Reports to:	Chief Executive Officer
Supervises:	<ul style="list-style-type: none"> <li>• Manager Governance, Integrity, Legal &amp; Risk</li> <li>• Manager Strategic Communications &amp; Engagement</li> <li>• Chief People Officer</li> <li>• Manager Organisational Planning &amp; Strategy</li> <li>• Coordinator Community Advocacy</li> <li>• Executive Support Officer</li> </ul>
Internal Liaison:	<ul style="list-style-type: none"> <li>• Chief Executive Officer</li> <li>• Executive Management Team</li> <li>• Mayor and Councillors</li> <li>• Departmental Managers and staff across Council</li> </ul>
External Liaison:	<ul style="list-style-type: none"> <li>• Members of Parliament</li> <li>• Business leaders and Community Groups / Organisations</li> <li>• Residents and rate payers</li> <li>• Senior Managers in State and Federal Government Departments and Agencies</li> <li>• Senior Managers in Local Government and Statutory Authorities</li> <li>• Local Government Associations</li> <li>• Professional Associations</li> <li>• Employer Bodies and Unions</li> </ul>

### Position Objectives

The **Executive Director, Strategic & Corporate Services** holds a pivotal enterprise leadership role, directly accountable to the Chief Executive Officer for shaping and driving the organisation's strategic direction and corporate performance.

This executive position provides strategic oversight and leadership across a broad and high-impact portfolio, encompassing enterprise performance and corporate planning, capital investment strategy, service transformation, strategic communication, people, safety and culture, governance, public policy and advocacy, and asset strategy and optimisation.

As a key member of the Executive Leadership Team, the Executive Director plays a critical role in aligning strategic priorities with operational delivery, fostering a customer focused culture of innovation, data-informed decision-making, and continuous improvement. The role is instrumental in building strategic partnerships across the organisation and with external stakeholders to advance Council's strategic objectives and deliver long-term value to the community.

## Key Selection Criteria

Tertiary qualifications in a relevant discipline and proven executive leadership experience including the following:

- Demonstrated ability to provide strategic leadership and guidance at an executive level, with a proven track record of successfully shaping an organisation's long-term strategic direction.
- Exceptional leadership skills with the ability to inspire and guide diverse teams towards achieving strategic objectives.
- Ability to drive organisational transformation through strategic leadership of people, safety, culture, and communications, including strategy, talent development, change management, and the delivery of impactful internal and external communication initiatives.
- Demonstrated success in leading strategic advocacy and public policy initiatives to advance organisational priorities.
- Ability to lead the development and implementation of governance frameworks that ensure compliance with the Local Government Act 2020 and other relevant legislation, while fostering effective relationships with Councillors and promoting sound governance practices.
- Proven ability to lead enterprise performance frameworks that drive strategic outcomes. Proficiency in utilising and understanding complex data to identify and inform decision making and organisational performance and strategies.
- Demonstrated capacity to develop and execute strategic approaches for asset data management and asset management leading to improved asset performance and sustainability.
- Demonstration of ability to work through highly complex matters, requiring social, ethical, political and economic skills and comprehension.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Organisational Strategy</b>	<ul style="list-style-type: none"><li>• Provide strategic leadership and guidance to shape Council's long-term strategic direction including development of Council plans and strategies.</li><li>• Lead a program to review and consolidate Council's existing strategies and plans as far as practicable leading to a more effective strategic framework.</li></ul>
<b>People, Safety and Culture</b>	<ul style="list-style-type: none"><li>• Oversee executive-level people strategies, including safety, talent development and change management efforts.</li><li>• Lead executive-level people and change management initiatives that foster a dynamic and inclusive organisational culture.</li></ul>
<b>Strategic Communication &amp; Engagement</b>	<ul style="list-style-type: none"><li>• Ensure the development of communication and media strategies that enhance public engagement, promote council's image, and ensure effective communication internally and externally</li></ul>

<b>Governance, Integrity, Risk &amp; Legal</b>	<ul style="list-style-type: none"> <li>• Provide executive leadership in the development and implementation of governance strategies, ensuring compliance with the <i>Local Government Act 2020</i> and other regulatory frameworks applicable to Council.</li> <li>• Oversee Councillor support services at the executive level, fostering productive relationships and ensuring effective governance practices.</li> </ul>
<b>Corporate Reporting and Business Planning</b>	<ul style="list-style-type: none"> <li>• Oversee performance reporting and key performance indicator monitoring process.</li> <li>• Ensure that performance data from a broad range of sources informs high-level decision making.</li> <li>• Leverage performance data analysis to identify areas for improvement and operational efficiencies.</li> <li>• Utilise population and demographic data to gain insights into demographic trends and inform strategic planning.</li> <li>• Provide strategic oversight of internal business planning processes to optimise operational operations.</li> </ul>
<b>Asset &amp; Data Management</b>	<ul style="list-style-type: none"> <li>• Develop and execute strategic approaches for asset management and asset data management.</li> <li>• Oversee asset management strategies to optimise asset performance and sustainability.</li> <li>• Develop strategic approaches for asset development performance and reporting to support long-term sustainability.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Develop departmental Business Plans on an annual basis, in line with the Council Plan, City Plan, Directorate Plan and Annual Budget</li> <li>• Commit expenditure and approve payments within budget and amounts delegated by the Chief Executive Officer.</li> </ul>
<b>Capital Investment Program Planning and Strategy</b>	<ul style="list-style-type: none"> <li>• Provide strategic direction for capital improvement planning to enhance infrastructure and facilities.</li> </ul>
<b>Public Policy &amp; Advocacy</b>	<ul style="list-style-type: none"> <li>• Engage in high-level corporate advocacy and public policy initiatives to advance the organisation's interest.</li> <li>• Direct social planning initiatives to address community needs and improve community outcomes and facilitate integrated planning.</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children</li> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>

<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

### Vision and Hearing Requirements

- ☒ This position requires a vision test
- ☒ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Concentrating</b> – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving</b> – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience</b> – <i>exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Interruptions</b> – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

#### Accountability and Extent of Authority

- Extensive operational and decision-making authority in order to ensure the effective and efficient implementation of all Council decisions, policies and procedures, programs and activities and the effective utilisation of human and financial resources.
- Authority to sign all documents as prescribed by the Local Government Act 2020 (Vic).

### **Judgement and Decision-Making Skills**

- Authority to act within delegations as prescribed by the Local Government Act, Council policies and other relevant legislation.
- Freedom to act is wide and make decisions after full consideration of the economic, legal, social and political to practical and sustainable, as well as perception by the public and provide direction, counsel and advice based on this.

### **Specialist Knowledge and Skills**

- Proven ability to persuade, influence, negotiate and advocate.
- Strong change management expertise, with the ability to foster a culture of innovation and cohesion in a multi-disciplinary collegiate environment.
- Outstanding ability to communicate verbally and in writing, using variety of mediums.
- Self-organised and self-directed.
- Demonstrated maturity and calm under pressure.
- Tact, diplomacy and political astuteness

### **Management & Interpersonal skills**

- Proven ability to be proactive and manage competing demands.
- A passion for community service/development.
- Inclusive leadership and management style with the ability to effectively engage with a wide range of stakeholders and diverse opinions .
- Passion for building a team-based culture

### **Verification & Approvals**

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear



	<ul style="list-style-type: none"> <li>• Responds appropriately to client/customer requests and/or complaints</li> </ul>
<b>Self-management</b>	
Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	<ul style="list-style-type: none"> <li>• Accepts personal responsibility for outcomes within her/his control</li> <li>• Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience</li> <li>• Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement</li> <li>• Models Greater Dandenong's ethical and organisational standards</li> <li>• Acts decisively during times of ambiguity and pressure</li> </ul>
<b>Safety, health and wellbeing</b>	
Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	<ul style="list-style-type: none"> <li>• Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing</li> <li>• Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives</li> <li>• Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture</li> </ul>

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.  
 We act with integrity at all times and in all matters.  
 We take time to listen to and seek to understand the other point of view.  
 We strive to understand and respect the diversity of our community and our workplace.  
 We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.  
 We constantly ask: What's the future and what's possible?  
 We have the courage to try new ideas.  
 We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.  
 We work together with our community and each other, to achieve the best outcome.  
 We have the confidence to challenge the status quo, to reach for better outcomes.  
 We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.  
 We form our opinions and give advice from sound, evidence based research.  
 We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.  
 We spend our time and effort on solutions rather than looking for someone to blame.  
 We take responsibility for our actions.

