

POSITION DESCRIPTION

Position Title	Corporate Services Manager (12months Fixed Term)
Organisational Team	Corporate Services
Location	Blayney
Reports to	General Manager
Direct Reports	2-3 FTE
Employment Status	12months Fixed Term Contract – Fulltime – 35 hours per week
Classification/Grade/Band	Band3/L4

Position Statement

The **Corporate Services Manager (CSM) (Fixed Term)** serves as the backbone of building Central Tablelands Water administrative and support functions. The position is tasked with ensuring that the internal processes and services are well-managed, efficient, and in line with both regulatory and community needs. This enables the organisation to focus on its core mission in providing potable water while maintaining operational stability and compliance.

This position requires a dynamic and forward-thinking, collaborative leader who can drive continuous improvement across the organisation, uphold regulatory standards, and effectively manage complex projects and systems, ensuring CTW remains at the forefront of administrative and risk best practices.

You will strive to be a progressive and innovative leader, fostering a culture of trust and collaboration through excellent communication.

Central Tablelands Water - Purpose

Central Tablelands Water is a County Council which provides potable water supply to the Blayney, Cabonne and Weddin local government areas and bulk water to Cowra Council.

Central Tablelands – Mission and Values

Vision - An independent regional water authority providing a quality water supply – reliably and sustainably.

Values - Customer focussed, Sustainability & Efficiency, Regional Leadership & Collaboration.

Team Charter

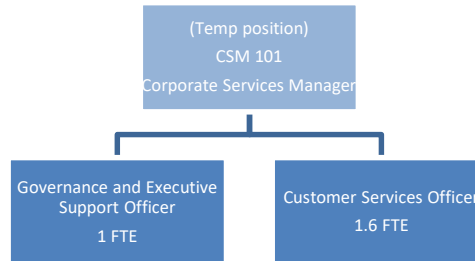
As a team

- We champion Central Tablelands Water’s Purpose, Vision and Mission & Values.
- We proactively engage in activities that bring to life Central Tablelands Water’s strategic intent and strategy.
- We are open, honest, humble and professional in our dealings with all stakeholders.
- We respect, trust and support each other.
- We honour our commitments and hold each other accountable for results.

Personal Behavioural Competencies

- Demonstrates honesty, integrity, humility and respectful behaviours towards others.
- Demonstrates appropriate behaviours in the workplace in line with Central Tablelands Water’s Code of Conduct & Team Charter.
- Demonstrates ownership of and responsibility toward their key responsibilities.
- Gives and receives feedback and direction in a fair, reasonable and cooperative manner.
- Demonstrates initiative and a willingness to put forward ideas along with demonstrating a personal interest toward improving the way key responsibilities ‘could’ be achieved.
- Possesses appropriate skills and emotional intelligence to resolve working relationship issues should they arise.
- Demonstrates flexibility and resilience to cope with change.
- Demonstrates a Safety Leadership mindset.

Reporting Structure



Key Responsibilities

- **Operational Efficiency:** The CSM ensures that essential services like customer service, human resources, corporate governance, IT, and facilities management are being delivered in the efficient and effective manner. The CSM implements strategies to improve internal processes and workflows, making sure the organisation can deliver services to the community effectively.
- **Strategic Support:** As an integral part of the leadership team, the Corporate Services Manager (CSM) provides strategic support to Central Tablelands Water, ensuring alignment with the organisation's long-term goals and vision. This role embodies collaboration and inclusiveness, fostering a work environment where diverse perspectives are valued and teamwork is paramount. The CSM champions innovation, continuously seeking out and implementing new ideas and technologies to enhance operational efficiency and service delivery. By promoting a culture of continuous improvement, the CSM ensures that Central Tablelands Water remains adaptable and forward-thinking, consistently meeting the evolving needs of the community and regulatory landscape.
- **Risk:** The CSM is responsible for the Enterprise Risk Management framework, compliance, risk registers, insurance reviews and associated elements of CTW. The CSM shall review and implement strategies and processes to ensure risks can be managed appropriately and all legislative changes are implemented in a timely fashion.

The CSM works proactively with the Governance & Executive Support Officer to develop, implement and maintain risk management systems and procedures along with providing oversight of ARIC committee reports and actions.

- **Compliance & Governance:** The CSM ensures the organisation adheres to legal, regulatory, and policy requirements. This includes, ensuring good governance practices, and managing risk in a way that protects the organisation and its stakeholders.
- **Resource Management:** CSMS oversee the management of key resources like Human Resources, WHS and IT systems. They work to optimize the use of these resources, ensuring that the organization is both cost-effective and able to meet the needs of the community.

The CSM will champions corporate activities such as workforce reviews, capabilities framework development and implementation and update position descriptions. Develop and maintain the organisational skills matrix and training plans.

- **Organisational Support:** All divisions/teams rely on corporate services for services like, HR support, IT infrastructure, and policy development. The CSM ensures that these departments have the tools and resources needed to meet their objectives which in turns ensures the CTW organisation meets our overall strategic objectives.

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- **Stakeholder & Community Engagement:** the CSM will lead communication strategies with stakeholders, both internally (within the council) and externally (with the community), to ensure that CTW services are aligned with community needs and expectations.

Essential Criteria

- Minimum of 3 years' experience in corporate services, risk, or a similar role, preferably in a local government setting.
- Advanced knowledge of local government operations, policies, and legislation.
- Demonstrated extensive knowledge and experience in Local Government Administration and Risk functions.
- Class C Driver's licence with a safe driving record.
- 5+ Years Local Government Experience.

Desirable Criteria

- A relevant tertiary qualification in business administration, public administration, or a related field.
- Strong leadership skills with the ability to participate in organisational change, foster a collaborative environment, drive continuous improvement, and develop a culture of trust within the organisation.
- Strong interpersonal skills in influencing people, building effective relationships, and achieving positive outcomes including the ability to maintain confidentiality and appropriate professional boundaries.
- High-level communication skills, capable of working with both internal teams and external stakeholders to achieve strategic objectives.
- A sound understanding and experience in leading of risk management including WHS in a local government setting.
- Governance & Compliance Knowledge: In-depth understanding of the regulatory and legal framework surrounding local government operations.
- Advanced administrative skills including skills in use of Microsoft Office applications.
- Ability to prepare complex and concise reports for Council and Government Authorities.

Performance Metrics and Success Criteria - 90 Day Sprints

A **90-day sprint** is a focused, time-bound period of intense work aimed at achieving specific goals/outcomes connected to the inherent requirements of your position. The idea behind a 90-day sprint is that it's long enough to make substantial progress but short enough to maintain a sense of urgency and momentum.

- Each quarter you and the General Manager will develop/track/measure 4 x 90day sprints per year using the CTW template

Benefits:

- **Improved Focus:** The set time frame and clear goals help prioritize tasks and eliminate distractions.
- **Motivation:** The short, measurable timeline creates a sense of direction and accomplishment.
- **Adaptability:** The sprint model encourages frequent evaluation, allowing for flexibility and quick adjustments.





Capabilities for the Role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at [Capability Framework - Local Government NSW](#)

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

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Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Highly Advanced
	Act with Integrity	Highly Advanced
	Demonstrate Accountability	Highly Advanced
 Relationships	Communicate and Engage	Highly Advanced
	Community and Customer Focus	Highly Advanced
	Work Collaboratively	Highly Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Highly Advanced
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
	Deliver Results	Highly Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Advanced
	Procurement and Contracts	Adept

Acknowledgement of the Position Description

This Position Description reflects the position at the present time only and may be updated to suit the needs of the organisation from time to time. Please refer to your employment contract for reference.

Employee's Signature			
Name		Date	
Manager's Signature			
Name		Date	