

Diamantina Shire Council

POSITION DESCRIPTION



Title:	GOVERNANCE MANAGER
Position No:	TBA
Award:	Queensland Local Government Industry (Stream A) Award - State 2017 Division 2, Section 1 – Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services
Classification:	Level 8
Department:	Corporate Services
Branch:	Governance and Administration
Location:	Bedourie / Birdsville
Reports to:	Director Corporate Services
Direct Reports:	3

POSITION OBJECTIVE

The Governance Manager is responsible for leading the development, implementation, and continuous improvement of Council's governance and administrative systems in accordance with the Local Government Act, relevant regulations, and Australian governance standards. This role ensures the effective coordination of Council meetings, robust risk management practices, and efficient digital and physical record-keeping—supporting transparency, accountability, and good governance.

The Manager provides high-level strategic governance advice to the CEO, Council, and senior leadership, enabling informed decision-making aligned with legislative obligations and best practice. The role plays a key part in enhancing organisational capability, performance, and compliance, while fostering a culture of integrity and continuous improvement across the organisation.

COUNCIL'S VALUES

Innovation & Continuous Improvement: Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation. Through innovative thinking and constant review of our practices and approach, we are continually improving our performance and service delivery.

Teamwork: We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management, and staff work constructively together in a spirit of teamwork, trust, and loyalty.

Quality: Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment, and service delivery.

Accountability: Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.

KEY RESPONSIBILITIES

Governance and Compliance

- Lead the development, implementation, and continuous improvement of Council's governance and administration frameworks in line with relevant legislation and Australian standards.
- Oversee Council's compliance with statutory obligations, including the preparation and coordination of Council meeting documentation (agendas, minutes, reports).
- Maintain and review Council's Corporate Plan, Operational Plan, and Performance Reporting Frameworks to meet corporate and legislative requirements.
- Provide support to Council's Local Disaster Management Group, including coordinating meetings.
- Update Council's Local Disaster Management plan and Local Resilience Action Plan (LRAP) as required, in liaison with the Local Disaster Coordinator.
- Oversee Council's Records Management System and Policies making recommendations for improvements. Complete compliance returns and other regulatory submissions in a timely and accurate manner.
- Develop and maintain compliance registers such as financial delegations, local laws, Councillor's registers of interest and conflict of interest.

Policy, Risk and Quality Management

- Develop and manage Council's policies, procedures, and statutory registers through the Governance Framework.
- Ensure the Corporate Compliance Calendar is maintained and adhered to.
- Support and promote Council's Risk Management and Quality Assurance Frameworks, including staff training and compliance monitoring.

Complaints Management and Stakeholder Engagement

- Oversee the end-to-end complaints handling process, ensuring timely, fair, and consistent resolution in line with legislation and policy.
- Collaborate with internal and external stakeholders to resolve complex or sensitive complaints.
- Provide insights and reports on complaint trends, risks, and recommended actions to the Executive Team.

Audit and Reporting

- Support the Audit Committee by providing governance-related information and documentation.
- Complete the annual Compliance Audit Return and other regulatory submissions accurately and on time.
- Provide comprehensive governance reporting to the Executive Team and Council.

Leading and Team Management

- Lead, mentor, and support two direct reports, fostering a high-performance culture aligned with Council values.
- Set clear goals, conduct regular performance reviews, and support professional development.
- Promote collaboration, accountability, and continuous improvement within the governance team.

Other Duties

- Respond to customer and community enquiries professionally, representing Council positively.
 - Undertake other duties consistent with the role's scope and responsibilities.
 - Coordinate cross-functional governance-related initiatives, including land use planning inquiries and environmental health oversight, where applicable.
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KEY SELECTION CRITERIA

- Proven experience in implementing Governance Frameworks, managing compliance, and overseeing Council meeting protocols including leading governance-related projects and achieving strategic outcomes in a similar role within a local government.
 - Demonstrated ability to develop and coordinate Council's policies, procedures and statutory registers including the development and maintenance of a compliance calendar.
 - Experience in managing a complaints management system, including conducting investigations, maintaining case records, and ensuring timely and fair resolution in accordance with legislative policy requirements.
 - Sound knowledge of the Local Government Act and the broader legislative and regulatory framework governing local government.
 - Proven ability to prepare high quality reports, policies, and procedures under broad direction, with strong attention to detail and analytical thinking.
 - Demonstrated ability to handle sensitive information with discretion, maintaining confidentiality and integrity in all governance related matters.
 - Strong organisational skills with the ability to prioritise tasks, manage competing deadlines, and perform effectively in a dynamic and complex environment.
 - Demonstrated consultative approach and conflict resolution skills to manage stakeholder expectations and resolve issues constructively.
 - Proficiency in Microsoft Office and the ability to quickly learn and use Council's corporate governance systems, registers and databases.
 - Excellent interpersonal, negotiation and liaison skills, with a proven ability to communicate effectively with senior executives, elected officials, staff, and external stakeholders to build productive relationships and influence decision making.
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QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential

- Tertiary qualification in Business Management, Public Policy, Law or related discipline; or less formal qualifications coupled with equivalent experience, expertise and competence
- Minimum 3 years previous experience in a governance management role within local government or comparable regulatory or public sector environment
- 'C' Class Queensland Drivers Licence or higher
- Pre-Employment Health Assessment and National Police Check prior to appointment, as required.

Desirable

- Post Graduate qualifications in Business, Governance, Public Administration or Leadership
- Current First Aid and CPR Certificate

Note: Council may require the applicant to undertake a Working with Children Check (Blue Card), physical fitness / medical test, drug or alcohol test, relevant skill test, machine competency test prior to appointment. It is a condition of employment that applicants agree to this requirement before appointment.

Mandatory immunisation or medical evidence of immunisation is required for some positions, as the work environment may involve exposure to areas identified as "at risk" work areas.

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and *Local Government Act 2009*, including but not limited to Council's Code of Conduct, Anti-Discrimination and Equal Employment Opportunity, Employee Welfare, the Environment and Service Delivery Standards and confidentiality.
- Fulfil recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines and maintaining confidentiality of Council information obtained during the course of employment.
- Perform jobs, tasks and processes in accordance with relevant guidelines and standards.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust and integrity.
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.
- Foster and maintain strong internal and external stakeholder relationships associated with Council and provide consistent and timely customer services to our colleagues and communities.

Work Health and Safety Responsibilities

- Undertake the responsibilities relevant to the WH&S Obligation and Responsibility Statement for the position, as amended from time to time.
- Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by *Work Health and Safety Act 2011* (Qld).
- Maintain a positive attitude towards acquiring an understanding of Work Health and Safety (WHS) legislation, including Council's WHS policies and procedures and WHS practices within individual work teams.

EXTENT OF AUTHORITY

As per Council's Delegation Register.

Position Description Acceptance

I have read and understood this Position Description and accept the objectives, responsibilities and requirements of this position.

Employee Name: _____

Employee Signature: _____

Date: _____