



Position Description

Position:	Shared Services Manager
Position Number:	3001
Directorate:	Finance Services
Team:	Shared Services
Position Status:	Permanent Full Time
Classification:	Maximum Term Contract
Reports to:	Chief Financial Officer
Accountable for:	Shared Services Functions
Located:	Longreach
Revised:	January 2026

Our Vision

Connecting Council and Community

Our Mission

Delivering Excellent Services

Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

5. Performance and Value for Money

Position Objective

This position is responsible for leading a high-performing, shared services team that enables Council to provide excellent service to the community. Collaborating with other managers, this role will manage change to ensure that technology, business processes and procurement functions are developed to enable efficient and effective processes.

Position Responsibilities

Functional Area	Key Responsibilities
Team Leadership and Capability Building	<ul style="list-style-type: none">• Lead, mentor, and develop high-performing teams across Innovation, Business Support and Procurement, aligned with organisational values and priorities.• Encourage innovation, professional development, and a collaborative team culture focused on continuous improvement.• Lead change management efforts within the team, fostering a culture of adaptability and continuous improvement.
Innovation	<ul style="list-style-type: none">• Operationalise Council's digital transformation agenda by delivering secure, modern, and scalable IT infrastructure and platforms, including cloud services.• Lead the implementation and adoption of enterprise digital solutions, including ERP systems and AI initiatives, in alignment with strategic direction set by the CFO.• Oversee business improvement projects, ensuring technology is leveraged effectively to improve business efficiency and service outcomes.
Business Support	<ul style="list-style-type: none">• Drive the operational implementation of Council's customer experience strategy through process design, technology solutions, and continuous improvement.• Manage the Business Support team, ensuring service standards, responsiveness, and customer satisfaction are maintained and improved.• Foster cross-Council collaboration to embed a customer-first mindset in systems, processes, and service delivery.• Ensure best-practice records management that complies with statutory obligations and supports operational efficiency.
Procurement and Inventory Management	<ul style="list-style-type: none">• Develop effective working relationships with other managers and develop and execute a forward procurement and inventory management plan that consolidates requirements across teams and projects.• Improve and maintain effective procurement procedures, documentation and templates that ensure compliance with legislation, effective probity and the cost-effective delivery of goods and services.

Functional Area	Key Responsibilities
	<ul style="list-style-type: none"> Improve and maintain effective contract management procedures, systems and documentation that ensures that all contracts are centralised and key milestones and performance measures are monitored. Improve and maintain effective inventory procedures, documentation and templates that ensure effective controls are in place and the cost-effective delivery of goods and services.
Compliance, Risk and Cyber Security	<ul style="list-style-type: none"> Ensure IT and information systems comply with relevant legislation, policy frameworks, and internal controls. Maintain digital governance standards, including robust cyber security and risk management processes.
Operational Collaboration and Support	<ul style="list-style-type: none"> Collaborate with executives, senior managers, and stakeholders to understand operational needs and deliver practical, innovative solutions. Support the CFO and Executive Leadership Team with advice and insights on operational opportunities, system capabilities, and technology trends. Develop and execute comprehensive change management plans, including stakeholder engagement, communication strategies, and training programs to ensure smooth adoption of new systems and processes.
Other Duties	<ul style="list-style-type: none"> Carry out Disaster Management responsibilities as reasonably required. Fulfil other relevant duties as required from time to time, as directed by Chief Financial Officer or the Chief Executive Officer, consistent with the scope and responsibilities of the position.

Key Relationships

Internal	
Chief Financial Officer	Reports to the CFO and works closely to implement strategic initiatives.
Innovation, Business Support and Procurement Teams	Provides direct leadership, coaching, and operational oversight to ensure high-quality service delivery and alignment with Council's strategic objectives.
Business Unit Managers and Departmental Leaders:	Collaborates with managers across Council to understand operational needs, improve service delivery, and support business improvement through technology and process innovation.
External	
Technology and Digital Service Providers:	Manages relationships with external vendors, consultants, and managed service providers to ensure delivery of systems, support, and innovation aligned with Council objectives.

Local Government and Industry Networks:	Engages with professional networks, benchmarking partners, and innovation forums to stay informed of trends, best practices, and opportunities for collaboration.
Community and Customers (Indirect):	Oversees internal mechanisms that directly impact external service delivery and community experience, ensuring customer needs and feedback inform continuous improvement.

Position Requirements

Behavioural Competencies

- Demonstrates the ability to think strategically across Council, understanding how technology, business, processes, procurement and people systems interconnect to enable organisational outcomes.
- Builds high performing, engaged and accountable teams through inclusive leadership, coaching and a strong focus on capability uplift.
- Leads complex organisational change with clarity, resilience and empathy, ensuring people are supported through transformation.
- Champions innovation and digital solutions that improve efficiency, service delivery and customer experience across council.
- Builds strong, constructive relationships across Council and with stakeholders, influencing outcomes through partnerships, trust and clear communication.
- Ensures sound governance, compliance, cyber security and risk management, applying strong financial and commercial judgement to procurement and operational decisions.

Skills and Knowledge

- Able to effectively and systematically manage projects and implement change within an organisation of similar size.
- Able to lead a team to be proactive, creative and responsive, fostering accountability, innovation, and collaboration.
- Able to build collaborative and productive networks through establishing and maintaining relationships, diplomatic handling of conflict and an ability to forge partnerships with internal and external stakeholders.
- Demonstrated knowledge and understanding of statutory obligations, legislation, code and standards relevant to Local Government in Queensland.

Mandatory Experience/Qualifications

- Current 'C' Class Drivers Licence.
- Tertiary qualifications and experience in Business Management, Finance, Information Technology or similar, or equivalent experience in the industry.

Delegations and Authorisations

Financial Delegation

A financial delegation of \$199,999.00 is assigned to this position. Please refer to Council's Procurement Management Directive for details of Council's guidelines as per Local Government Act and Regulation. Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public

registers. Both registers are available on Council's Electronic Document Management System.

Physical Requirements

Vision and Hearing Requirements

☐ This position requires a vision test

☐ This position requires a hearing test

Cognitive Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 - 66%	Constant > 66%
Working Independently - ability to utilise autonomy with respect to the processes by which tasks are completed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team Based Work - works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating With Others - Verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating With Others - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention on Task - high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating - high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and Sequencing Tasks and Activities - managing multiple tasks or projects simultaneously, ensuring that all activities are completed efficiently and effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision Making - required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem Solving - requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning - required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement - required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Short and Long-term Memory Recall - ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional Resilience - 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions - frequency of interruptions to daily work plans and requirement to change work plans at short notice	<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

☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 – 66%	Constant > 66%
Mobility/Posture				
Sitting – stay in seated position (including driving)	<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"/>
Crawling – 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"/>
Non-Manual Handling				
Crouch/Squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/Trunk Rotation – Rotating the body to one side or the other without moving the feet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation/Pinch Grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/Open Hand Grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb Ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Level Work – Performing manual handling actions at or near ground level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling Work				
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC– SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Brett Walsh – Chief Executive Officer
Signature:	



Date:	
Present Incumbent:	Vacant
Signature:	
Date:	

