

15 January 2020

Ms Melva Hobson PSM
President
Organisation Sunshine Coast Association of Residents

Via email: mail@oscar.org.au

Dear Melva

Thank you for your correspondence dated 10 January 2020. Whilst I typically do not respond to enquiries regarding individual officers out of respect for their privacy, in the interests of information accuracy I would like to offer some information that may assist. Equally, for full transparency I will provide Mr Matheson copies of both your correspondence and of this response.

The Position Profile for the Chief of Staff provides a clear outline of the responsibilities for this corporate role that leads the Office which serves the Mayor's operations. The position reports to me as Chief Executive Officer, and makes an important contribution as a full member of the senior executive team that leads and delivers on Council's Corporate and Operational Plan commitments. A copy of that Position Profile is attached, together with the advertisement that was supplied to and used to advertise on SEEK at the time of the merit-based recruitment, selection and appointment process for this role vacancy in October 2017.

With regards to your particular information requests regarding Mr Matheson, you are able to view details provided in several public documents on the Sunshine Coast Council (SCC) website, notably:

- the list of senior executives reporting to the CEO and associated remuneration table at page 56 of the 2018/19 Annual Report;
- within the Administrative Arm management structure at page 52 of the SCC Corporate Plan 2019-23; and
- Mr Matheson's name, photograph and title in the Board of Management listing at page 15, and inclusion of the Chief of Staff role in the remuneration listing at page 46, of the 2017/18 Annual Report.

As you will appreciate, biographical details or role descriptions for any senior management personnel are not included in the SCC's Annual Report, Corporate Plan or website. All senior

management roles, including the Chief of Staff position, are treated equally with regard to any published information.

Melva, your best wishes for the coming year are appreciated and are similarly offered in return.

Yours sincerely



Michael Whittaker
CHIEF EXECUTIVE OFFICER

CC: Craig Matheson, Chief of Staff, Office of the Mayor, Sunshine Coast Council

Position Profile

5135 - Chief of Staff - Offices of the Mayor and CEO Group

About Council

The Sunshine Coast Council is one of the largest local governments in Australia – serving a community of more than 300,000 residents across an area of approximately 2,291 square kilometres.

Sunshine Coast Council aims to be a public sector leader and an employer of choice. We value the diversity of skills and experience that people bring to the organisation and which they deploy in servicing the community on a daily basis. Our employees' passion and commitment to the region and their willingness to go above and beyond, coupled with a great place to work, is what sets Sunshine Coast Council apart in local government.

Our Vision

Australia's most sustainable region – healthy, smart, creative.

Our Purpose

To serve the community well and position the region for the future.

Branch Role

The Offices of the Mayor and the CEO provides a high level of support and advice to the Mayor and Chief Executive Officer in driving the strategic direction of Council and the organisation, overseeing the delivery of corporate priorities, managing Council's statutory obligations and building key internal and external relationships.

Position Focus

The Chief of Staff provides strategic policy and operational advice, information and support services for and on behalf of the Chief Executive Officer and works as a member of the Board of Management to lead, advise and support key corporate initiatives.

Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships

Being our best by continuing to learn, grow, challenge and change

Working as one team across the organisation and with our community

High standards in our conduct, service and governance

Service excellence for our customers and each other

Our Corporate Plan Goals

1. **A Smart Economy** - A prosperous, high-value economy of choice for business, investment and employment.
2. **A Strong Community** - In all our communities, people are included, treated with respect and opportunities are available to all.
3. **A Healthy Environment** - Maintaining and enhancing the region's natural assets, liveability and environmental credentials.
4. **Service Excellence** - Positive experiences for our customers, great services to our community.
5. **An Outstanding Organisation** - A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Position Summary

Position title	Chief of Staff
Position number	5135
Reports to	Chief Executive Officer, with organisational and administrative reporting through the Executive Manager, Office of the CEO
Position type	Contract
Position classification	Contract – Executive Level 3
Department	Mayor & CEO Group
Team	Office of the Mayor
Employment area	Sunshine Coast Current Location Various
Team leadership/supervision	Support team of 2-3 staff and as may be assigned from time to time on a short-term/project basis.
Internal liaison	Chief Executive Officer, Mayor, Councillors, Group Executives, Executive Manager OCEO, Chief Officers, Managers and other Council employees.
External liaison	Federal and State Government Departments and Ministerial offices; other Local Governments; Local, State and National Industry Bodies and Community Advocacy Groups; and Community Members.
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.
Date last reviewed	30 October 2019

Leadership at Sunshine Coast Council

The Chief of Staff operates at a senior leadership level, accountable to the Chief Executive Officer (CEO) and with clear expectations for role-modelling the performance standards, values, behaviours and attitudes that are integral to our work place culture and to our reputation as an outstanding organisation. Details are outlined in the "SCC Leadership Charter" which is attached and referenced within the Employment Contract and Performance Plan and Review Documentation applicable to this position. In summary, however, the Charter has the following focus:

- **Great Leadership** – exemplifying behaviours at personal, people and organisation levels that engage, motivate and inspire employees
- **Quality Relationships** - committing to professional, collaborative relationships with the Council, CEO and colleagues across the organisation
- **Productive Partnerships** – building close working connections with key government, community and business stakeholders
- **Customer Service** – leading the delivery of positive experiences for our customers (internal and external) and great services for our community
- **Performance Excellence** - driving organisational and operational performance to deliver better outcomes for the region and its many, diverse communities
- **Key Assignments** – delivering on significant council projects and corporate responsibilities as directed by the CEO.

Key Responsibilities

Leadership

Exemplify behaviours that engage, motivate and inspire employees, to ensure a constructive high performing organisational culture which underpins an outstanding organisation.

- Contribute to the leadership of the Council as a proactive member of the Board of Management (BoM).
- Translate the organisation's strategy agenda into key initiatives, projects and service delivery actions and create a shared understanding of what has to be achieved.
- Provide a clear sense of direction and endeavour to unite operations across all levels of the organisation and to deliver on the strategic objectives and directions of the Council as articulated in its Corporate Plan.
- Drive and model workforce and leadership practices that build a constructive culture with a focus on performance, capability building, personal accountability and nurturing of leadership potential.
- Coordinate and provide strategic advice, information and support to the CEO and to the Mayor, Deputy Mayor and Councillors on a wide range of policy issues and matters of significance for the region.
- Represent the CEO and/or Council (as required) at various meetings, committees and forums.
- Manage the functionality and operation of the Office of the Mayor, with particular focus on:
 - high level professional support for the Mayor on behalf of the CEO in relation to the Mayor's engagement and advocacy with other tiers of government, other local governments, the local business and community sectors, consistent with appropriate protocols and Council policies.
 - Ensuring appropriate service arrangements are maintained and regularly reviewed within the Office of the Mayor to ensure professional information needs and flows are efficiently and effectively addressed.
 - maintaining the highest standards of integrity and confidentiality at all times in relation to information held and managed by the Offices of the Mayor and CEO.

Quality Relationships

Committing to professional, collaborative relationships with the Council, CEO and colleagues across the organisation.

- Develop and maintain positive, collaborative and productive working relationships with the CEO and Board of Management, the Mayor and Councillors.
- Maintain open communication channels to ensure the Mayor, CEO and Councillors are appropriately informed of relevant issues.
- Provide coaching, support and advice to Group Executives and senior officers on strategic policy matters for the organisation and the region
- Work closely with the Chief Strategy Officer and the Executive Manager of the Office of the CEO to formulate, prepare and provide executive level briefing material on behalf of the CEO to the Mayor, Deputy Mayor and Councillors on a wide range of current and/or contentious issues, public reports and local and external events.

Productive Partnerships

Building close working connections with key government, community and business stakeholders.

- Establish strong working relationships with State and Federal Government agencies and key private sector parties and community organisations to facilitate the progression and delivery of Council's approved infrastructure, policy and service priorities.
- Maintain productive and collaborative relationships with other local governments, and other key stakeholders to deliver strategic benefits for Council and the community.
- Maintain a thorough and contemporary knowledge and understanding of major regional projects, priorities, programs and issues (both regional and external to the region) and contribute to the

strategic oversight of their delivery through membership of relevant Project Control Groups and other governance fora.

- Guide and shape the analysis, development, advocacy and management of Council's key strategies commensurate with facilitating the implementation of endorsed Council policy and strategy decisions.
- Negotiate and resolve issues with State and Federal Government counterparts and agencies, plus business, industry and community stakeholders, as part of ongoing partnership, advocacy and engagement activities

Customer Service

Lead the delivery of positive experiences for our customers and great services for our community.

- Demonstrate commitment to customer service and creating a positive experience for customers.
- Maintain open communication channels with the CEO and Board of Management, the Mayor and Councillors to respond to emerging community issues.
- Act as a key point of interface for Council with executive offices of external agencies, organisations and government Departments, advising on and observing protocols applicable to various situations.

Performance Excellence

Drive organisational and operational performance to deliver better outcomes for the community.

- Assume leadership for key strategic policies and projects, both organisation and regional
- Provide expert strategic, tactical and advisory advice for key corporate and regional initiatives, policy development, regulatory matters and statutory issues
- Contribute to the OMCEO leadership group in budget planning and monitoring, corporate and operational planning and development of strategic initiatives.
- Support a strong focus on workplace health and safety.

Key Assignments

Demonstrate regional leadership through the delivery of significant Council projects and corporate responsibilities.

- Specific responsibilities will be assigned to the Chief of Staff by the CEO in areas including region-making projects, Boards/Committees, special responsibilities, strategies and new initiatives.
- Represent Council's interests and lead Council's participation in the governance and advocacy structures associated with the development of the South East Queensland City Deal and the potential Queensland 2032 Olympic and Paralympic Games bid.
- Provide advice to the CEO for consideration by the Mayor, Deputy Mayor and Councillors (as required) to support Council's participation in initiatives and projects led by external local government advocacy bodies, including the Local Government Association of Queensland, the Australia Local Government Association and the Council of Mayors South East Queensland.
- Provide specialist advice in partnership with Council's Corporate Governance Manager on matters relating to the implementation of the *Local Government Act 2009* and other governance and integrity reforms.
- Provide specialist policy advice on behalf of the CEO to Group Executives, Managers and Council staff to inform and facilitate the development, review and progression of key Council strategies, projects and business cases.
- Ensure personal safety and the safety of others by following council policies and procedures, cooperating with all reasonable instructions and actively participating in all health & safety training and consultation.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

Key Requirements

Mandatory Requirements / Experience

- Outstanding contemporary executive leadership skills, analytical capacity and decisiveness, with the proven capacity to develop innovative strategies, policies, plans and projects to achieve regional and corporate priorities and aspirations.
- Substantial experience in high level research, policy analysis and development, with a demonstrated track record in developing timely, evidence-based and contemporary policy and program advice to facilitate decision making.
- Demonstrated exceptional interpersonal and communication skills, with particular emphasis in the areas of consultation, advocacy, negotiation and conflict resolution in order to resolve issues and meet changing organisational needs.
- Proven track record of success in the coordination, scheduling and delivery of major initiatives and events requiring high levels of consultation, integration and negotiation to achieve successful outcomes.
- Outstanding prioritisation capabilities and the capacity to analyse and assess complex issues and situations quickly and determine appropriate, customised responses and solutions.
- Comprehensive awareness and understanding of emerging policy issues that impact on local government generally and on Sunshine Coast Council priorities.
- Proven performance in managing complex matters with complete transparency and integrity to ensure the public interest is paramount and all work colleagues are respected.
- Relevant tertiary/professional qualifications and demonstrated experience in senior roles in a large public sector organisation.
- Current driver's licence "C" Class.

Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
 - Compliance and adherence to Code of Conduct
 - Participation in Performance Review and Planning
 - Availability to work across council work locations
 - Commitment to the Work Safe: Live Well 7 Safety Essentials
 - Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.
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Chief of Staff

Executive Contract (3 years)

Location: Sunshine Coast

Reference No: 494433

Applications close: 23 October 2017

About the role:

The Chief of Staff provides strategic advice, information and support services to the Mayor in his representational role in Council and on behalf of the Sunshine Coast community.

About you:

You will have an outstanding record of success in working at a senior strategy level, providing timely, comprehensive and evidence-based advice to assist with decision making on a range of issues of significance for the Sunshine Coast.

Your previous demonstrated experience will include exceptional interpersonal and communication skills, including the building of productive, respectful and collaborative working relationships.

You will be excited by the prospect of analysing and assessing complex issues and situations, and delivering appropriate, customised responses and solutions.

Your tertiary/professional qualifications will be relevant to the responsibilities and you will be able to demonstrate experience at a senior level in a large public sector organisation.

In return, you'll be working with a progressive organisation which strives to be our best and work as one team to deliver high standards of service excellence and a healthy, smart, creative future for the Sunshine Coast.

How to apply:

Click "Apply for this job" and follow prompts to complete your application. For full details regarding this position, refer to the Position Profile. Helpful information is available on the [Sunshine Coast Council](#) website.

For specific enquiries contact Brendan Hogan during business hours via (07) 5441 8233.

If advertising on SEEK - Seek Short Ad: (150 characters max)

Tag line: Are you an experienced senior level public sector professional with a background in research, policy and strategic advisory roles? Fantastic opportunity ahead!

- Provide strategic advice and support services to the Mayor
 - Demonstrated senior level experience required
 - Live, work, and play on the beautiful Sunshine Coast
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Please confirm the advertising classification for [Seek](#), refer suggested option below:

Classification: **General Management**
Sub-classification: **Other**

Please note, Seek automatically lists our ad under
"Government & Defence / Local government" for free (the
classification above should be industry specific)

If you wish to view other classifications available, please
see the classification search field on [Seek](#)'s website.
