

# CITY OF SOUTH PERTH - CHIEF EXECUTIVE OFFICER

## Contractual Performance Criteria and Performance Indicators 1 July 2023 to 30 June 2024

<p><b><u>Elected Member Relations</u></b>  <b>Maintains productive working relationships with elected member underpinned by high levels of communication and the provision of timely, relevant and accurate advice and information.</b></p> <ul style="list-style-type: none"> <li>• Council meeting agendas are accurate, provide relevant information and are distributed in a timely manner so as informed decisions are made.</li> <li>• CEO is always approachable and available to discuss relevant issues with elected members on a 'one on one' basis.</li> <li>• CEO responds promptly to elected member enquiries with relevant, useful and accurate information. Emails are generally responded to within 5 working days.</li> <li>• Council meeting agendas are received by elected members 72 hours before the meeting (in accordance with Section 5.5 of the Local Government Act).</li> </ul>	<p><b><u>Stakeholder Relations</u></b>  <b>Maintains a professional, cooperative, effective and mutually respectful working relationship with key community - stakeholder groups and State and Federal government representatives.</b></p> <ul style="list-style-type: none"> <li>• The CEO facilitates at least 4 meetings per year with local parliamentary representatives.</li> <li>• The CEO is approachable and available to discuss relevant issues with representatives of key community – stakeholder groups.</li> </ul>	<p><b><u>Customer Service</u></b>  <b>Leads the delivery of timely, contemporary, and efficient customer service across all aspects of the organisation.</b></p> <ul style="list-style-type: none"> <li>• The annual Customer Service Survey maintains or exceeds 75% satisfaction with the overall service provided by the City.</li> <li>• There is demonstrated achievement of the customer service standards contained within the Customer Service Charter.</li> </ul>
<p><b><u>Organisational Development</u></b>  <b>Develops and inspires the workforce by providing the guidance, environment and resources necessary for them to develop their professional and technical skills, enjoy their work and deliver sound organisational outcomes.</b></p> <ul style="list-style-type: none"> <li>• The CEO undertakes relevant measurement and assessment of organisational capability and provides elected members with a strategic briefing on the outcomes and proposed strategic response on an annual basis.</li> </ul>	<p><b><u>Corporate Strategic Planning</u></b>  <b>Facilitates a community driven integrated planning framework with transparent and functional linkage between community vision and aspiration and service, program and project delivery underpinned by the Corporate Business Plan.</b></p> <ul style="list-style-type: none"> <li>• The Strategic Community Plan reflects the aspirations of the community and is current, relevant and used by employees and elected members as a guide to resource allocation and decision making.</li> <li>• The Corporate Business Plan accurately reflects the aspirations and strategic objectives of the Strategic</li> </ul>	<p><b><u>Financial Management</u></b>  <b>Collaborates with Council in developing and adopting the annual budget in a timely manner, informed by the Strategic Community Plan, Corporate Business Plan and Long-Term Financial Plan.</b></p> <ul style="list-style-type: none"> <li>• The Corporate Business Plan is relevant and useful in assessing revenue capacity, allocating resources and determining financial priorities in the annual budget process.</li> <li>• The CEO and Council participate in interactive forums where current and strategic financial</li> </ul>

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<ul style="list-style-type: none"> <li>• Demonstrated evidence of the number of employees receiving an annual performance review.</li> <li>• Demonstrated evidence of employee training and development programs and activities undertaken.</li> </ul>	<p>Community Plan and contains comprehensive, relevant and useful financial projections.</p> <ul style="list-style-type: none"> <li>• The CEO and elected members have regular forums in which progress against the objectives of the Strategic Community Plan and Corporate Business Plan are discussed.</li> </ul>	<p>challenges and opportunities are discussed and understood and the long-term sustainability of the local government is explained.</p> <ul style="list-style-type: none"> <li>• Financial reporting is transparent and provides a timely and accurate representation of the local government's financial position to elected members and the community.</li> <li>• The annual financial statements auditors report contains no qualification and improvement in existing audit findings.</li> </ul>
<p><b><u>Governance</u></b>  <b>Ensures compliance with all statutory and legal obligations and the currency, efficacy and accessibility of Council policies, local laws, strategies, plans and public registers.</b></p> <ul style="list-style-type: none"> <li>• The Annual Compliance return demonstrates compliance across all areas of assessment.</li> <li>• Local laws are all current and reviewed within the statutory time frame.</li> <li>• All public registers are current and accessible on the local government's website.</li> <li>• Council policies are current and effectively guide Council decision making.</li> </ul>	<p><b><u>Program and Project Delivery</u></b>  <b>Leads the delivery of quality programs and projects in line with the annual projections and allocations of the corporate business plan and annual budget in a timely and cost-effective manner.</b></p> <ul style="list-style-type: none"> <li>• All programs being identified and endorsed as part of the integrated planning process and delivered within budget and projected time frame.</li> <li>• Projects being delivered in-line with intended objectives and scope and being on time and within budget.</li> <li>• Implement a new operating model for Collier Park Village, completing agreements for transfer to new operator by 30 June 2024.</li> <li>• Develop a Land Asset Strategy with Council being provided a draft at a workshop by end of March 2024.</li> <li>• Finalise 1System implementation by end of December 2023 and develop BAU program.</li> </ul>	<p style="text-align: center;">This box has intentional been left blank</p>