

CITY OF SOUTH PERTH - CHIEF EXECUTIVE OFFICER

Contractual Performance Criteria and Performance Indicators 1 July 2024 to 30 June 2025

<p><u>Elected Member Relations</u> Maintains productive working relationships with elected member underpinned by high levels of communication and the provision of timely, relevant and accurate advice and information.</p> <ul style="list-style-type: none"> • Council meeting agendas are accurate, provide relevant information and are distributed in a timely manner so as informed decisions are made. • CEO is always approachable and available to discuss relevant issues with elected members on a 'one on one' basis. • CEO responds promptly to elected member enquiries with relevant, useful and accurate information. Emails are generally responded to within 5 working days. • Council meeting agendas are received by elected members 72 hours before the meeting (in accordance with Section 5.5 of the Local Government Act). 	<p><u>Stakeholder Relations</u> Maintains a professional, cooperative, effective and mutually respectful working relationship with key community - stakeholder groups and State and Federal government representatives.</p> <ul style="list-style-type: none"> • The CEO facilitates at least 4 meetings per year with local parliamentary representatives that are directly engaged or involved in City matters and issues. • The CEO is approachable and available to discuss relevant issues with representatives of key community – stakeholder groups. 	<p><u>Customer Service</u> Leads the delivery of timely, contemporary, and efficient customer service across all aspects of the organisation.</p> <ul style="list-style-type: none"> • The annual Customer Service Survey maintains or exceeds 75% satisfaction with the overall service provided by the City. • There is demonstrated achievement of the customer service standards contained within the Customer Service Charter.
<p><u>Organisational Development</u> 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.</p> <ul style="list-style-type: none"> • 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. 	<p><u>Corporate Strategic Planning</u> 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.</p> <ul style="list-style-type: none"> • 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. • The Corporate Business Plan accurately reflects the aspirations and strategic objectives of the Strategic 	<p><u>Financial Management</u> 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.</p> <ul style="list-style-type: none"> • The Corporate Business Plan is relevant and useful in assessing revenue capacity, allocating resources and determining financial priorities in the annual budget process. • The CEO and Council participate in interactive forums where current and strategic financial

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<ul style="list-style-type: none"> • Demonstrated evidence of the number of employees receiving an annual performance review. • Demonstrated evidence of employee training and development programs and activities undertaken. 	<p>Community Plan and contains comprehensive, relevant and useful financial projections.</p> <ul style="list-style-type: none"> • 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. 	<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"> • Financial reporting is transparent and provides a timely and accurate representation of the local government's financial position to elected members and the community. • The annual financial statements auditors report contains no qualification and improvement in existing audit findings.
<p><u>Governance</u> Ensures compliance with all statutory and legal obligations and the currency, efficacy and accessibility of Council policies, local laws, strategies, plans and public registers.</p> <ul style="list-style-type: none"> • The Annual Compliance return demonstrates compliance across all areas of assessment. • Local laws are all current and reviewed within the statutory time frame. • All public registers are current and accessible on the local government's website. • Council policies are current and effectively guide Council decision making. 	<p><u>Program and Project Delivery</u> 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.</p> <ul style="list-style-type: none"> • All programs being identified and endorsed as part of the integrated planning process and delivered within budget and projected time frame. • Projects being delivered in-line with intended objectives and scope and being on time and within budget. • Progress the priority land projects as discussed at the Budget Workshop on 9 April 2024, these being Collins St Hall, Angelo St and Drainage Sumps, and hold a workshop on land assets. • Facilitates a review, including a Council Workshop, of the existing Community Recreation Facilities Plan. • Develops a Public Place Activation proposal that identifies opportunities and initiatives that aim to stimulate and enhance social and economic development across all of the City's commercial, foreshore and open space precincts. 	<p style="text-align: center;">This box has intentional been left blank</p>