

# Position Description

<b>Position Title</b>	Executive Manager Member Services
<b>Portfolio</b>	Member Services
<b>Reports To</b>	Chief Executive Officer
<b>Employment Type</b>	Full-time
<b>Location</b>	West Leederville

## Portfolio Overview

This position leads the Member Services Portfolio, responsible for building the capacity and capability of Local Governments through the delivery of contemporary, best-practice and Member-focused services in the areas of governance and procurement, training, employee relations and commercial services, together with contract management of the LGIS Mutual scheme, representing WALGA's interest as the Trustee.

## Position Purpose

The Executive Manager Member Services is a key member of WALGA's Strategic Executive Team, responsible for setting, leading and driving long-term strategic outcomes for the Member Services portfolio. This role works collaboratively across the organisation to ensure alignment with WALGA's broader goals, fosters a culture of innovation and curiosity, and actively promotes WALGA's core values in all aspects of leadership and service delivery.

## Key Accountabilities

<b>Strategic Leadership</b>	<ul style="list-style-type: none"> <li>• Demonstrate a consistent and visible commitment to WALGA's values in all aspects of leadership and decision-making.</li> <li>• Provide effective leadership to the Member Services portfolio by modelling high standards, making informed strategic decisions, offering expert guidance, and fostering team growth through coaching and mentorship.</li> <li>• Lead the strategic direction and execution of the Member Services portfolio, including the design and delivery of major initiatives that support new or evolving functions, manage growth, and navigate structural change.</li> <li>• Align portfolio strategies and services with WALGA's strategic priorities.</li> <li>• Collaborate proactively with other Executive Team Members to drive organisational cohesion, shared purpose, and integrated service delivery.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Champion innovation and continuous improvement by identifying opportunities for service enhancement and leading change initiatives that deliver measurable value.</li> </ul>
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Oversee the effective and efficient delivery of services across all teams within the portfolio.</li> <li>• Ensure robust compliance, quality assurance, and continuous improvement practices are embedded in day-to-day operations.</li> <li>• Manage portfolio budgets, resources, and performance metrics to ensure accountability, transparency and optimal service outcomes.</li> <li>• Monitor and report on portfolio performance, including periodic briefings to State Council through the Finance and Services Committee and the Strategic Executive Team, contributing to organisational reporting requirements.</li> <li>• Incorporate stakeholder feedback and service evaluation into planning and delivery to ensure services remain relevant, responsive, and high quality.</li> <li>• Adopt a positive risk culture to ensure services are scalable and adaptable to evolving Member needs.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Oversee the successful delivery of strategic initiatives within the Member Services portfolio, ensuring alignment with organisational priorities and Member expectations.</li> <li>• Monitor and respond to the political and sector environment, identifying emerging issues and opportunities that may influence Member service priorities.</li> <li>• Anticipate operational and capital requirements and identify appropriate resourcing and funding strategies to support sustainable service delivery.</li> <li>• Evaluate service performance against defined outcomes and Member satisfaction, using data and insights to drive continuous improvement and innovation.</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective partnerships with key stakeholders identified in WALGA's corporate strategy and stakeholder engagement plan.</li> <li>• Engage proactively with stakeholders to understand service needs and expectations, using feedback and insights to inform planning, delivery, and continuous improvement.</li> <li>• Evaluate stakeholder engagement effectiveness and identify opportunities to strengthen relationships and enhance collaboration.</li> <li>• Influence sector-wide dialogue and policy through strategic engagement.</li> <li>• Provide expert advice, guidance, and support to internal teams and Members to ensure a connected and consistent narrative that reflects and supports WALGA's strategic direction.</li> <li>• Represent WALGA at events, meetings and forums to advocate for Member priorities and advance WALGA's strategic objectives.</li> </ul>

## Key Relationships

Who	Why
<b>Internal</b>	
<b>CEO</b>	<ul style="list-style-type: none"> <li>• Escalate issues, make suggestions and provide updates.</li> <li>• Provide advice and contribute to decision-making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> <li>• Report on progress towards business objectives and discuss future directions.</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• Lead discussions and decisions regarding key projects and deliverables.</li> <li>• Lead, direct, manage and support performance using the Performance and Development program and Capability Framework.</li> <li>• Provide guidance and coaching, translating team objectives into actionable initiatives.</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>• Foster a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals.</li> <li>• Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of colleagues.</li> <li>• Foster a sense of unity and cooperation to achieve shared goals aligned with organisation values.</li> </ul>
<b>External</b>	
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Establish professional networks and relationships across other jurisdictions to maintain currency of issues, share ideas and learnings.</li> <li>• Manage expectations and resolve issues.</li> </ul>
<b>Supplier/Service Providers and Consultants</b>	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> <li>• Communicate needs and facilitate routine business transactions.</li> <li>• Monitor, direct and address enquiries.</li> </ul>

## Knowledge, Experience, Skills and Personal Attributes

- Demonstrated executive-level leadership, vision, and professional credibility, with the ability to inspire confidence, unity, and collaboration to achieve shared strategic goals.
- High emotional intelligence and interpersonal acumen, with the ability to lead with empathy, authenticity, and resilience.
- Extensive experience in developing and implementing organisational strategy, with a track record of delivering outcomes aligned to long-term priorities.

<ul style="list-style-type: none"> <li>• Proven ability to influence and negotiate with internal and external stakeholders on complex strategic issues, and to provide expert, trusted advice at senior levels.</li> <li>• Demonstrated experience in leading and aligning human, financial, and operational resources to achieve strategic objectives and drive organisational performance.</li> <li>• Strong capability in leading change and transformation initiatives, navigating governance, risk, and ambiguity within a dynamic and evolving environment.</li> <li>• Sound understanding of the interdependencies across all levels of government, and the ability to operate effectively within a political and policy context.</li> <li>• Advanced planning, prioritisation, and resource management skills, with a proactive and solutions-focused approach to complex challenges.</li> <li>• Commitment to stakeholder engagement and service excellence, with the ability to translate Member needs into responsive and high-impact services.</li> <li>• Willingness and ability to travel to engage with regional Members and represent WALGA at relevant intrastate and interstate meetings, forums, and conferences.</li> <li>• Strong personal drive to foster a respectful, ethical, and inclusive workplace culture that reflects WALGA's values.</li> <li>• Relevant tertiary qualifications in a related discipline (e.g. business or public administration, business management, commerce) are highly regarded.</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Leads large-scale collaborative efforts involving multiple stakeholders, both internal and external to the organisation.</li> <li>• Inspires and influences others to achieve their full potential.</li> <li>• Acts as a catalyst for collective success, fostering a high-performance culture.</li> <li>• Demonstrates accountability in complex and dynamic environments.</li> <li>• Establishes a culture of future thinking and fosters a mindset of innovation and agility throughout the organisation.</li> <li>• Serves as a recognised authority, commanding influence, and respect in their field.</li> <li>• Develops and leads change initiatives that drive sustainable and impactful outcomes.</li> <li>• Influences and mentors' leaders to develop their capabilities in empowering others.</li> <li>• Influences and shapes organisational service delivery strategies and practices.</li> <li>• Drives transformational initiatives that enhance the overall Member and stakeholder experience.</li> <li>• Builds strategic partnerships to create exceptional value for Members and stakeholders.</li> </ul>
<b>Values</b>	<p>Ability to demonstrate and apply WALGA's values:</p> <ul style="list-style-type: none"> <li>• <b>Respect</b> - We act honestly, with integrity and respect.</li> <li>• <b>Excellence</b> - We strive for excellence and an environment of continuous improvement.</li> <li>• <b>Accountability</b> - We take responsibility and work openly and transparently.</li> <li>• <b>Collaboration</b> - We value strong relationships and partnerships.</li> <li>• <b>Curiosity</b> - We encourage a spirit of enquiry, and an innovation mindset.</li> </ul>