

# Maldon & District Financial Services Ltd (MDFSL)

## Executive Officer

### Position Description

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Community Bank  
Maldon & District



**REPORTS TO:** Chairperson (Chair)

**REPORTTEES:** Communications Officer

**REMUNERATION:** \$40-45/hr - Part Time 3-4 days per week.

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### ORGANISATION

Maldon & District Financial Services Ltd (MDFSL) is a not-for-profit company that operates the Maldon & District Community Bank (MDCB) in a franchise partnership with the Bendigo and Adelaide Bank (BEN).

MDFSL has its primary bank branch in Maldon and Customer Service Centres (CSCs) in Dunolly and Newstead.

### ROLE INTRODUCTION

The Board appoints an Executive Officer (EO) to deliver many of its responsibilities. The EO position encompasses the role of company secretary. For governance reasons, it is the preference of the company to separate directorship and EO role.

The Branch Manager is the 'face of the Branch', and the Executive Officer along with the Chairperson are primarily the 'face of the Board'. As such, their roles are a trusted one in representing the company.

The Company Secretary role is an 'officer' of a corporation, and as such they have the same obligations as directors including:

- To exercise their powers and discharge their duties with care and diligence
- To exercise their powers and discharge their duties in good faith in the best interests of the company, or for the proper purpose
- Not to improperly use their position to gain an advantage for themselves or someone else, or to cause detriment to the company
- Not to improperly use information obtained by virtue of their position
- Not to be reckless or intentionally dishonest.

The Board governs the company, however the Community Bank (CB) model requires hands on Director involvement in non-bank operations such as communications, finance, human resources, community investment & partnerships (sponsorships, granting and donations).

### ROLE PURPOSE

The EO work functions are immersed across the whole company with strong collaboration with Chair, Communications Officer, Portfolio Chairs, Branch Manager, and Bendigo and Adelaide Bank.

The EO role is to administer the affairs of the company as a 'company secretary'. This entails the EO to be an 'all rounder' by supporting board activities including the co-ordination of the administrative, governance, public relations, marketing, financial and legal compliance requirements of the company.

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#### OBJECTIVES OF EO ROLE

Ensure efficient company secretary support for MDCB  
Build strong connections and positive working relationships  
Support all MDCB's portfolios  
Ensure governance and compliance requirements  
Assist MDCB Board to develop, monitor and implement its strategic plan  
Initiate and develop strategically aligned initiatives

#### MDFSL VISION & MISSION:

Vision: *Essential partner in shaping our communities*

Mission statement: *In partnership with our communities grow a successful local bank which delivers excellent customer service, stimulates local business and returns profits to our communities.*

#### MDFSL VALUES (aligned with Bendigo and Adelaide Bank):

In undertaking all tasks, and adhering to the code of conduct, appropriate behaviours upholding the values set by Bendigo and Adelaide Bank and MDFSL must be maintained at all times:

Bendigo and Adelaide Bank values: Teamwork, Integrity, Performance, Engagement, Leadership, Passion.

#### EO QUALITIES

##### Governance expertise

The EO is our corporate governance professional – the 'go to' person for governance issues. The role translates governance theory into appropriate frameworks, policies and processes and to develop and implement these that is logical and aligned with our activities.

##### Organisational knowledge

Comprehensive understanding of our company's business, strategy and context.

##### Planning skills

The role requires high level organisational skills. This is essential given that board and committee meeting cycles are schedule-driven and actions must be addressed within set timeframes.

##### An eye for detail

A 'command of the detail' ensures all company activities are well planned and executed and that compliance with relevant requirements, policies and procedures is facilitated accurately and effectively.

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#### **Interpersonal skills**

The EO effectively engages and collaborates across a broad spectrum of individual, community, government and corporates and requires understanding, perspective, strong discretion, diplomacy, tact, emotional intelligence and good negotiation skills.

#### **Accountability**

The role requires the conviction and courage to raise issues and concerns, and be accountable and transparent for individual actions and decisions.

#### **Solid judgement & sound decision making**

The EO role requires outstanding integrity, to be able to provide independent guidance, advice and competence to assess and make sound judgements, often in circumstances involving conflicting issues.

#### **Commitment**

The executive officer has a commitment to community development and to doing 'an outstanding job' with high standards that maintain and build our company profile.

### **KEY WORKING RELATIONSHIPS / STAKEHOLDERS**

**Internal:** Chair (reports to), Board, Branch Manager, Portfolio Chairs, Communications Officer (managers), Bendigo and Adelaide Bank key contacts.

**External:** Members, community organisations and groups, contractors, industry groups, regulatory bodies, body corporate, Rural Transaction Centres, local business, local government, other Community Bank companies/ branches.

### **PERFORMANCE MANAGEMENT**

The performance of the Executive Officer will be formally reviewed quarterly by the Human Resources (HR) Portfolio and informal monthly reviews conducted by the Chair.

Performance reviews will be structured against behaviours that are linked with values and goals achievement against company objectives.

### **SUPPORT**

#### Credit card

The EO will be entitled to a corporate Credit Card for approved business-related expenses.

#### Office

An office of employment will be provided in Maldon.

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**KEY RESPONSIBILITY AREAS (with approx. time allocation)**

**1. Company Secretary (15%)**

The Executive Officer's role encompasses that of a company secretary role, co-ordinating the efficient administration of the company, particularly with regard to ensuring compliance with statutory and regulatory requirements. The Executive Officer plays a significant role in the development of company's strategy, plans, budgets and activities.

Key tasks include:

- Advising the board and its committees / portfolios on governance matters.
- Maintaining up to date board policy, procedures, charters and code of conduct.
- Monitor delivery of charters, constitutional requirements, policy and procedures.
- Effective implementation and communication of policy, procedures, charters and constitutional requirements.
- Effective document management to assist implementation and usability.
- Coordinate meetings of the board and portfolio committees.
- Ensure minutes are accurate, effective and communicated in timely manner.
- Coordinating and preparing the annual general meeting and general meetings
- Maintain Corporate Calendar and include all meetings, relevant deadlines, key compliance deliverables, key events and performance review dates.
- Correspondence on behalf of the Board.
- Contribute in the development of company strategy, business plans, reporting and budgeting.
- Maintain relevant registers and reports e.g. Conflict of Interest.
- Oversee the development and implementation of strategic and operational plans and projects (including budget and financial reporting). This includes coordinating company strategy days with the Chairperson and board.
- Maintain and update board and company policies and procedures
- Advise and monitor all governance requirements
- Ensure legal and compliance tasks are completed accurately and timely according to relevant legislation, including Company Secretary responsibilities and director duties and obligations.
- Support community events, projects and programs.
- Initiate ideas to assist company performance
- Assisting with portfolio meetings and activities as required and supporting portfolios to deliver on their charters and desired outcomes.
- Maintaining and reporting on board and company policies and procedures.
- Engaging and developing staff and board relations
- Maintain detailed responsibilities and procedures for the EO role.
- Manage Body Corporate
- Other tasks as required

## **2. Financial Support (10%)**

EO has responsibility for various financial management tasks. Key tasks include:

- Collaborate with Treasurer, Finance and other portfolios/committees as required to ensure financial management protocols and practice are adhered to, including budget and coordinating annual company audits
- Processing incoming invoices.
- Prepare and submit the marketing development fund and community contributions reports for Bendigo & Adelaide Bank (twice a year).
- Undertake financial requirements as required from each portfolio, including:
  - Develop, manage and monitor annual marketing and community investment budget.
  - Provide and monitor financial reporting on community investment activities, including related marketing expenses.

## **3. Member Engagement & Support (10%)**

- Maintain the member database and correspondence with MDFSL members.
- Develop plans and activities to create stronger connections with members.

## **4. Community Engagement (15%)**

EO will assist the company to develop and implement activities and strategies to build and strengthen the organisation's profile with strong collaboration with the Communications Officer. Key tasks include:

- Building community-wide relationships, growing existing and developing new partnerships.
- Establish and maintain the necessary relationships/contacts/ networks with key stakeholders.
- Advance community groups' understanding of MDCB model and their role in promotion.
- Act as company ambassador and formally represent the organisation in alignment with Chair/Branch Manager (BM).
- Engage and support business that provides opportunity for business growth.

## **5. Marketing & Communications (20%)**

EO undertakes marketing as directed by board to ensure strong and positive community profile.

Key tasks include:

### Portfolio

- Provide administration support.
- Ensure portfolios make a positive contribution to company profile.
- Formally report on activities for discussion at the Community Investment Portfolio meetings.

### Strategic marketing

- Obtain, market, competitor and customer data.
- In conjunction with Communications Officer, work collaboratively with community organisations as appropriate to achieve marketing goals.
- Develop and manage an annual marketing budget.
- Collaborate with Communications Portfolio to develop and implement marketing plans.

#### Publications and Communications

- Manage Communications Officer (CO) with support from Communications Portfolio.
- Collaborate with CO to deliver role requirements.
- Coordinate the production of marketing materials.
- Liaise with the Communications and Community Investment Portfolio chairs on matters and activities to ensure ongoing media coverage and consistency of messages.
- Develop and issue press releases as required.
- Ensure communications are aligned to strengthen company profile.
- Develop and coordinate community specific marketing campaigns.
- Oversee social media & ensure it complies with company and Bendigo and Adelaide Bank protocols.
- Coordinate and prepare the annual report.

#### **6. Community Investment (20%)**

EO is primarily responsible for positive community partnerships and granting. Tasks include:

- Manage the Community Partnership Program.
- Manage the Community Grants Program.
- Monitor and report on Marketing Development Fund and community contributions reports.
- Manage database of partnership and granting activities and outcomes.
- Develop opportunities for positive outcomes from community partnerships and grant recipients.
- Ensure partnership accountability, project progress and reporting.
- Prepare Portfolio and Board reports and include trends, themes and opportunities.
- Coordinate monthly community investment portfolio/ committee meetings.
- Work with funding recipients to develop their understanding of MDCB and the Community Bank model, and ensure they fulfil the requirements of their funding partnership.
- Coordinate and ensure events maximise marketing opportunities via engagement, media opportunities and brand awareness.
- Develop, strengthen and facilitate company projects and programs (e.g. Driver training, Emergency Relief Fund).
- Evaluate Community Impact / Return on Investment (ROI)/ Best Outcomes from community investment
- Monitor community investment inclusivity to support the whole community

#### **7. Community Bank Network Collaboration (5%)**

- Integrate with Community Bank National Council (CBNC), BEN, State Marketing group and other Community Banks to support existing and new activities

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**8. Human Resources (HR) (5%)**

EO provides human resources support. Tasks include:

- Represent the company on appropriate HR practices, policies and procedures.
  - Undertake HR tasks allocated by board with strong collaboration and transparency with chairman and HR portfolio.
  - Provide support to Branch Manager and board on HR matters, including interview panels.
  - Collaborate with Treasurer and Finance Portfolio on matters relating to payroll in conjunction with Bendigo and Adelaide Bank payroll services
  - Liaise and coordinate with Bendigo and Adelaide Bank on HR requirements.
  - Assist Treasurer with matters relating to payroll.
  - Participate in salary, performance review and professional development.
  - Coordinate induction, orientation and compliance requirements of new directors.
  - Coordinate professional development and educational opportunities for directors.
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**PERFORMANCE INDICATORS**

- Board feedback on role delivery
  - Community Feedback
  - Evidence of development areas and innovation for board consideration
  - Board feedback on behaviours
  - Accurate and timely completion of the legal and compliance tasks
  - Effective community partnerships
  - Effective reporting on company activities, themes and trends
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**KEY SELECTION CRITERIA**

Essential

1. Proven track record of developing, designing and managing projects, events and programs.
2. Experience in multi-layered community investment / strengthening with strong local networks.
3. Staff management experience.
4. Ability to manage budgets and resources.
5. Strong interpersonal and multimedia communication skills.
6. Organisational and planning skills – the ability to prioritise and achieve timely outcomes.
7. Governance skills.
8. Relevant qualifications in management, governance, finance and/ or community development or relevant experience.
9. Ability to be physically located at Maldon office as required e.g. once a week.