

Chief Executive Officer Performance Criteria 2025/2026

Focus	Strategic alignment	Outcome	Measure
Organisational Performance	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Deliver 2025/2026 services, projects and programs as outlined within the <i>Corporate Business Plan 2025 – 2029</i> .	80 per cent or more of the City's services are on track.
			80 per cent or more of the City's projects are on track/completed.
			80 per cent or more of the City's capital programs are on track/completed.
	Key Result Area: Our Leadership Outcome: A customer-focused City Objective: Deliver excellent customer service	Provide consistent, responsive and efficient customer service.	1. 2025/2026 Annual Resident Satisfaction Survey undertaken. 2. 90 per cent or above overall community satisfaction score achieved in the City's 2025/2026 Annual Resident Satisfaction Survey.
	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Drive improvement and innovation to build capacity and increase efficiency and effectiveness.	Biannual update provided to Elected Members on the City's use of digital technology (including artificial intelligence) and any identified operational efficiencies and service delivery improvements.

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Organisational Culture	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Embed a culture of safety through ownership, management and awareness of Workplace Health and Safety among City employees, volunteers, contractors and sub-contractors.	<i>Workplace Health and Safety Strategy 2024 – 2027</i> implemented in line with agreed timelines.
	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Lead organisational culture improvement.	1. Annual Employee Engagement Survey completed. 2. Update provided to Elected Members on the Annual Employee Engagement Survey results and culture improvement opportunities.
			Two City-wide Employee Briefings delivered per year.
Strategy and Risk	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Plan for the future, manage resources and measure progress based on the community's aspirations (Integrated Planning and Reporting Framework).	1. Major review of the City's Strategic Community Plan <i>Sustainable Stirling 2022–2032</i> completed. 2. Modified or updated Strategic Community Plan adopted by an absolute majority of Council.
	Key Result Area : Our Leadership Outcome: A well-governed City Objective: Provide accountable and ethical governance	Embed conscious and effective management of risk across City-wide operations.	1. Major review of the City's Strategic Risk Register completed (as part of the major review of the Strategic Community Plan) ensuring: <ul style="list-style-type: none"> Alignment with the City's strategic objectives and the current risk environment Appropriate risk treatments are in place that are managed, monitored and reported on. 2. Quarterly updates provided to the Audit Committee on progress against the risk treatment plans.

Focus	Strategic alignment	Outcome	Measure
Financial and Economic Sustainability	Key Result Area: Our Leadership Outcome: A capable and efficient City Objective: Strive for operational efficiency, effectiveness and continuous improvement	Provide responsible financial and asset management.	<ol style="list-style-type: none"> 1. Update the City's <i>Long-Term Financial Plan</i> including strategic asset management planning and on-going revenue from the City's land and property portfolio. 2. Biannual update provided to Elected Members on the City's current financial position and <i>Long-Term Financial Plan</i>.
	Key Result Area: Our Economy Outcome: A smart and prosperous City Objective: Encourage economic investment	Advocate, lobby and partner with stakeholders to benefit the community.	<ol style="list-style-type: none"> 1. Advocacy Framework updated to reflect Council-endorsed strategic priorities and opportunities for future funding. 2. Regular advocacy and lobbying activities conducted with quarterly updates on advocacy activities provided to Elected Members.

Note: Elected Members will receive quarterly updates from the CEO regarding progress towards the 2025/2026 CEO Performance Criteria at an Elected Member workshop.