



WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

Coordinator Service Excellence

Classification: Senior Executive Officer	Effective Date: September 2021
Reports to: Executive Manager Transformation	Tenure: Permanent Full-Time

Goal Statement

This position is responsible for leading the development, management and delivery of Whitehorse's Service Excellence framework and program. This is a key enabler of the Transformation Principles (see below). This will initially focus on delivering targeted service reviews to ensure services are meeting community need, aligning with organisational strategic direction and operating efficiently and effectively.

Transformation from Good to Great



Key Responsibilities

Position Specific Responsibilities

- Lead the development and implementation of the Service Excellence framework, program, governance and reporting.
- Influence and negotiate with stakeholders to actively collaborate to ensure the successful delivery of Service Reviews.
- Manage Service Excellence Projects to deliver on required outcomes. This includes scoping projects, delivering projects, reporting and realising benefits.
- Ability to effectively prioritise and execute tasks in a high-pressure environment and to tight deadlines.
- Identify insights, patterns and trends for improvement across customer, people, process, technology and tools, in order to embed a culture and practice of Service Excellence.
- Provide facilitation, group and individual coaching and mentoring to drive a culture of Service Excellence.
- Conduct and facilitate service review workshops, presentations and events.
- Document business requirements, present insights, findings, solutions and recommendations, prepare status updates and reports.
- Monitor, report and escalate risks, issues or problems to the appropriate level when required.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Authority

Budget: The position is responsible for \$800,000 per annum.

Staff Responsibility: The position is responsible for the leadership of two Service Architects.

Decision Making:

- The position is accountable to the Executive Manager Transformation for the coordination of the Service Excellence Program within predetermined cost, quality and time constraints and subject to review.
- The position is accountable for the delivery of the Service Excellence Program.

Key Relationships

- The position liaises with management and staff at all levels up to and including the Chief Executive Officer and Executive Manager Transformation.
- The position provides advice and guidance relating to Service Excellence to the Executive Leadership Team and the Transformation Steering Committee.
- The position works closely with the Manager Digital and Business Technology, Coordinator Continuous Improvement and Coordinator Transformation.

Role Requirements (Essential)

Qualifications/Certificates/Licences and Experience

- Qualifications or experience in evaluation, change management, project management, service design or equivalent (highly desirable).
- Have demonstrated experience in business transformation, operating model design, evaluation and/or service excellence.
- Familiar with Service Reviews within the context of local government.

Technology

- High competency in the use of Microsoft applications, including Word, Excel & PowerPoint.

Other technical skills

- High competency with regard to service design and/or operating models.
- Demonstrated skills in developing innovative solutions to new and existing problems.
- Demonstrated skills in managing change.
- Demonstrated understanding of financial modelling and cost benefit methodology.

Interpersonal

- Demonstrated high level oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders
- Highly developed influencing and negotiation skills.
- Resilience in challenging work environment with conflicting priorities and interests.

Leadership/management:

- The ability to provide leadership and guidance to staff under supervision and to develop and monitor performance objectives for staff.
- Knowledge of and commitment to the principles of equal opportunity.
- Ability to lead and influence key stakeholders.

Other Attributes (Desirable)

- Local Government experience preferred but is not a mandatory pre-requisite.
- Awareness of statutory requirements in the Local Government Act.

Notes and comments:

- The position includes an inherent physical requirement. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings.
- The position may be required to work from different locations within the municipality.

Key Selection Criteria:

1. Experience in instigating, leading, managing and delivering improvement projects within a large and complex environment with a focus on community experience, service excellence and/or operating model redesign.
2. Demonstrated knowledge and experience in operating model re-design/ service design / service reviews within a complex environment.
3. Exceptional communication (verbal and written) skills which have been demonstrated to successfully interact with a diverse stakeholder groups in a complex political environment.
4. Experience and exceptional ability to collaborate and co-design with diverse stakeholders to build agreement and deliver change.
5. Demonstrated experience influencing and building relationships with diverse stakeholders, in challenging, complex and/or political environments to deliver improvement outcomes.

Employee Name:			
Employee Signature:		Date:	

PHYSICAL REQUIREMENTS FOR POSITION



POSITION TITLE: Coordinator Service Excellence
LOCATION/DEPARTMENT: Transformation

TASK DESCRIPTIONS

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)		✓	
Walking/standing (extended)			✓
Driving car/utility/truck			✓
Lifting/carrying duties (light)		✓	
Lifting/carrying duties (heavy)		✓	
Pushing/pulling tasks (light)			✓
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements			✓
Climbing stairs/ladders/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise			✓
Repetitive arm/wrist/hand movements	✓		
Other (please specify)			