

<b>Job title:</b> Coordinator Service Excellence	
<b>Classification:</b> Senior Executive Officer	<b>Effective Date:</b> September 2021
<b>Reports to:</b> Executive Manager Transformation	<b>Tenure:</b> Permanent Full-Time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## 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.

## 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.

### **Accountability and Extent of Authority**

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

**Staff responsibility:** The position is responsible for the leadership of two Service Architects

### **Judgement and 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.

### **Specialist Knowledge and Skills**

Certificates/Licences and Experience:

- Have demonstrated experience in business transformation, operating model design, evaluation and/or service excellence.
- Familiar with Service Reviews within the context of local government.

### **Qualifications and Experience**

- Qualifications or experience in evaluation, change management, project management, service design or equivalent (highly desirable).

Technology:

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

### **Interpersonal Skills**

- 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.

## 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.

## Management Skills

- 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.

## 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.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	N/A		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	N/A		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	N/A		
<b>Standing</b> Tasks involve standing in an upright position	N/A		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	N/A		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	N/A		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	N/A		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.		Daily	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	N/A		