

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Coordinator Service Excellence	
<b>Classification:</b> Senior Executive Officer	<b>Effective Date:</b> September 2021
<b>Reports to:</b> Manager Change & Continuous Improvement	<b>Tenure:</b> Permanent Full Time
<b>People Leader to:</b>	Service Excellence Specialist

### 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. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



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.

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.



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### 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.

### Goal Statement

The primary purpose of this position is to strategically manage, plan and coordinate service review program within the Service Excellence scope of work that enable the achievement of Council's Strategic direction and Transformation objectives.

As a member of Council's leadership actively support organisational performance and progress. Leading and managing the Service Excellence scope of work.

A SEO is responsible for the management and leadership of all team and program functions. This includes active supervision of resources to deliver services, meet customer service standards and achieve strategic objectives.

### 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 and Service Planning.
- 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, 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.

#### *Self-Leadership:*

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.

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- Negotiate, problem solve and influence in pursuit of unit/ team and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to modify behaviour. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

### *People Leadership:*

- Manage and oversee the setting of goals in line with Council and unit/ team strategies and plans, expectations and providing performance guidelines.
- Sharing expertise in area of discipline to develop the professional skills of others across unit/ team and as relevant, the organisation to ensure Council builds expertise and capability.
- Lead unit/ team planning, budgets and reporting, including evaluating progress, results and trends.
- Provide equitable and sound people leadership, (including ensuring appropriate training, development, and motivation) to ensure that unit/team performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- Act as the ambassador for organisational culture and values. Ensure values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

### *Unit/ Team Leadership:*

- Plan, seek, allocate and monitor resources to achieve service outcomes on time and on budget.
- Manage unit/ team performance against expectations of service.

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- Think and act strategically, particularly in relation to unit/ team level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement

### *Organisational Leadership:*

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Exercise financial management responsibilities and financial and P&C delegations when required.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.
- Lead in the spirit and practice of Council's Values and Code of Conduct, Collective Agreement and applicable policies, procedures and practices.
- Oversee team/ unit awareness of and compliance with relevant regulations and legislation.
- 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.
- Oversee appropriate care and use of relevant assets and equipment.

### *Authority:*

- Preparation, oversight and management of the team/unit budget.
- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach. Decisions made by the position have significant effect on the team/ unit and/ or department and organisation.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- Provide guidance and leadership to the team/ unit and to the department and/ or organisation as relevant.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

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- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties as directed within the skills and capabilities of a position at this level.

### *Notes and Comments:*

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).

### Key Selection Criteria

- Tertiary qualifications in Organisational Design or related discipline with demonstrated experience in operating model re-design/ service design / service reviews within a complex environment.
- 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.
- Exceptional communication (verbal and written) skills which have been demonstrated to successfully interact with a diverse stakeholder group in a complex political environment.
- Experience and exceptional ability to collaborate and co-design with diverse stakeholders to build agreement and deliver change.
- Demonstrated experience influencing and building relationships with diverse stakeholders, in challenging, complex and/or political environments to deliver improvement outcomes.



### Leadership

**Manage and Develop People:** Engages and motivates staff, develop capability and potential in others.

Creates a climate in which people across the organisation want to do their best.

Leads engagement in effective performance management, development planning and talent identification.

Drives executive capability development and ensures effective succession management practices.

Creates a climate in which senior staff value regular feedback, continuous learning and new experiences Ensures workforce management systems, policies and practices are inclusive of all individuals.

Plans for future workforce capability needs including developing partnerships Instils a sense of urgency around addressing performance problems among leaders in the organisation.

**Inspire Direction & Purpose:** Communicates organisational goals, priorities and vision and recognise achievements

Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.

Actively drives alignment of policy and practices with strategy.

Generates enthusiasm and commitment to goals and cascades understanding throughout the organisation.

Communicates the context and parameters surrounding organisational strategies.

Celebrates success and high performance and supports regular workplace activities to build a positive culture.

**Optimise Workforce Contribution:** Hires and deploy people effectively and apply sound talent management and workforce planning principles.

Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.

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Oversees the workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.

Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.

Ensures talent management processes and resources are in place to inform L&D priorities, investment decisions and succession planning.

Facilitates partnerships with other organisations to strengthen workforce capability.

**Lead and Manage Change:** Initiates, supports and champions change, assist others to accept and engage with change.

Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.

Analyses the change context to develop the right change approach for the organisation, community and region.

Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.

Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.

Anticipates, plans for and addresses cultural barriers to change.

### Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement and Code of Conduct.

Applicants will require the following:

- Identify check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.



### 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.		Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
<b>Standing</b> Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	

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<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Often	

**Any other relevant comments:**