

<b>Job title:</b> Pathway System Improvement Advisor	
<b>Classification:</b> Band 8	<b>Effective Date:</b> 1 July 2023
<b>Reports to:</b> Coordinator Human Experience	<b>Tenure:</b> Temporary until 30 June 2027

### 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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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

The position is responsible for the design and delivery of improvements to Infor Pathway system to deliver a better customer and employee experience.

## Key Responsibilities

### *Position Specific Responsibilities*

- Creates, develops, and implements improvements to the Customer Relationship Management system (Infor Pathway).
- Gather information to better understand issues, problems, and opportunities and foster the use of data in decision making by others.
- Interrogate and analyse information from a variety of sources to detect trends, associations, cause-effect relationships and to develop feasible options.
- Recommend the most effective course of action after evaluating options against decision criteria.
- Work with stakeholders from across the organisation to identify opportunities and initiate action to improve systems and processes.
- Encourage innovative approaches and facilitate the implementation and acceptance of technology change.
- Work within the established change management framework.
- Influence others to gain their commitment to change and technology change initiatives.
- Work closely with the Business Application & Engagement Team to ensure that there are common solutions for integration and process flows (e.g., Oracle integration with Pathway).

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets, and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets, and equipment.

## Accountability and Extent of Authority

**Budget:** Nil.

**Staff responsibility:** Nil.

## Judgement and Decision Making

- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Assess requests for support and conduct appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting the most appropriate response and knowing when to transfer responsibility.
- Accountable for the quality, quantity, and timeliness of their own work.
- Makes decisions with awareness of the wider computer environment.
- Ability to work independently to set project parameters.
- This position involves solving problems, using procedures and guidelines and the application of technical knowledge or knowledge acquired through relevant experience. Problems may be of a complex or technical nature with solutions not related to previously encountered situations.

## Specialist Knowledge and Skills

### Qualifications/Certificates/Licences and Experience

- Experience working with Lean or DMAIC is desirable.
- Experience in a similar role delivering changes to/within the Infor Pathway system.
- Thorough understanding of the business functionality provided by back-office and front-office/end user computing systems in a corporate environment.
- Business analysis diagramming techniques.
- Data analysis skills (e.g., SQL querying, MS Access, and Crystal Reports).
- Manage scheduled jobs and SSIS (SQL Server Integration Services) imports, exports, and processes.
- Understanding of PC software and hardware and how it is configured.
- Understanding of mobile devices and mobile device management software.
- Understanding of computer networks.
- Knowledge and skills in API technologies.
- Acute business acumen and understanding of organisational issues and challenges, particularly as they may present in a Local Government organisation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Working with Children Check.

### Technology

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Must have the ability to adapt quickly to and embrace modern technology.

## Interpersonal Skills

- Excellent written, verbal communication and presentation skills.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- Ability to discuss and resolve problems and/or make recommendations.

## Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Organisational Technology Department, Department Managers, and other employees.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV (Municipal Association of Victoria), other Municipalities, service providers, staff associations, suppliers.
- The position is required to maintain a close relationship with the Business Application & Engagement Team to ensure that there any changes to Pathway is aligned with maintenance.
- Where required liaise and communicate with external stakeholders.

## Management Skills

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

## Key Selection Criteria

1. Extensive experience in a similar role designing and delivering process improvements.
2. Experience and knowledge of Infor Pathway system.
3. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.

4. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
5. Ability to communicate (written and verbal) effectively at all levels of the organisation, including through reports and presentations, to achieve successful change 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 to work at low levels.	NIL		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	NIL		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	NIL		
<b>Standing</b> Tasks involve standing in an upright position	NIL		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	NIL		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
<b>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	NIL		
<b>Keyboard Duties</b> Tasks involve sitting at the workstation and using the computer.	No	Daily keyboard duties	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's license	NIL		