

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Manager, City Services Strategy
Division: City Operations
Unit: City Services Management
Management Level: M4

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Director, City Operations

Titles of Positions which report to are:

Depots Manager
Asset Manager
Project Manager – Change, City Operations

Contractors for which this position is responsible:

Contractors may report to this position on a day to day basis.

3. PRIMARY PURPOSE OF POSITION

Working at a Divisional level across seven diverse areas, the primary purpose of the Manager, City Services Strategy is to align the Division behind a single strategy focused around improved customer outcomes, operational efficiency and value.

Key to the success of this role will be adapting new technologies and integrating business systems to leverage data to inform strategy. Communicating outcomes through engaging communications and working across the Division with internal stakeholders to facilitate change, are also seen as critical to success.

The Manager, City Services Strategy also leads the City Services a team to overseeing the Directors office, the City's three operational depots and asset management across the Division.

4. POSITION OBJECTIVES

The major objectives to be achieved by the Manager, City Services Strategy are:

- Working with internal stakeholders, integrate multiple third party business systems across the Division to provide improved visibility over performance.
- Leverage data to derive insights and inform strategy for Business Units.
- Drive business improvements that deliver operational efficiencies and improved customer outcomes.
- Effectively communicate strategy and change outcomes from the Director's office with informative and engaging communications.
- Improve asset utilisation and optimization across the business units.
- Provide leadership and support in the management and delivery of Depot services.
- Prepare Executive reports, briefings and presentations for the Executive and senior management team.

5. POSITION ACCOUNTABILITIES

Data and Business Systems

- Working with internal stakeholders, integrate third party business systems across the Division to provide managers improved visibility over performance.
- Ensure data quality so as to provide accurate and timely reporting.
- Research and business case innovative technology and business systems solutions that can improve operations.
- Optimise asset utilisation and performance by improving data capture and business systems
- Lead the adoption of business intelligence tools across the Division and assist the Director imbed a culture of data driven decisions.
- Analyse multiple sources of data including financial, operational, customer and environmental to identify insights, revenue and cost drivers and business risks.

Strategy

- Identify pressure and friction points across the business and facilitate business planning and strategy workshops to develop Divisional and business unit objectives.
- Align strategy across the business to achieve Divisional and organisational objectives.

- Provide greater visibility into performance by producing dashboard reports at a business unit and Divisional level
- Continuously improve data capture and reporting processes across the Division and drive greater transparency and efficiencies in performance.
- Provide monthly, quarterly and annual reporting against business objectives.
- Assist in the development of service contracts that meet strategic needs of the business.

Communication

- Produce high quality engaging communications including infographics, PowerPoints and videos to inform staff of strategy and report against progress.
- Manage and coordinate workshops and adhoc planning sessions to address operational needs for the Division.
- Coordinate change management initiatives and communications across the Division to ensure staff and stakeholders are effectively engaged.

General

- Effectively manage of City Services Management, Business Unit to ensure appropriate support and performance.
- Manage the Directors office and coordinate all business reporting and documentation to Council and Executive, correspondence and monitor risk and procurement compliance.
- Flexibility and responsiveness to ensure the wide range of complex demands and challenges are dealt with efficiently and effectively.
- Monitor and report on compliance with procurement processes across the Division.
- Participate with multi-disciplinary work teams on special projects including continuous improvement projects, benchmarking, contract management and tender evaluation panels.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

6. LEADERSHIP AND MANAGEMENT CAPABILITIES

- Operates Strategically - Leads strategy development with partners both internal and external, creates a climate conducive to change, and ensures people are equipped with the tools and skills to implement strategy.

- Develops People and Culture – Sets and models the organisation’s culture. Leads by example by promoting professional development and continuous learning. Identifies and leverages talent within and outside the unit and organization. Coaches and mentors staff across the organization to perform at their best. Has the courage to have the tough conversations.
- Drives Results – Identifies and communicates clear expectations of outcomes sought. Ensures effective workforce planning to help the unit deliver on objectives. Empowers individuals to remove road blocks to achieve results and coaches people to meet competing demands by establishing priorities to reflect evolving requirements.
- Displays Awareness of Self and Others – Models personal insight, resilience and courage. Uses self- reflection to adjust behaviour and encourages self-reflection in others as a development tool. Acts constructively in sensitive and unpredictable situations. Models values-based behaviours and does not waver under pressure.
- Cultivates Productive Relationships – Keeps the business unit informed of broader issues that can influence team objectives and organizational relationships. Models partnership with other divisions and business units, suppliers, agencies and industry specialists to optimize knowledge, skills and resources.
- Manages Effectively – Finance and resource management; Procurement and Contract Management; Risk Management and Compliance; Technology and Information Management; Project Management.

7. WORK, HEALTH & SAFETY RESPONSIBILITIES

Section Unit Managers must actively participate in all aspects of the Safety Management System (SMS). Section Unit Managers have the following responsibility, authority and accountability:

- Implement risk management activities and have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented.
- Actively promote consultation, WHS training and access to information to ensure safe work procedures are understood and followed
- Manage, implement and advise workers when changes have been made in the workplace (i.e. systems of work, risk assessments)
- Report hazards and any work-related injuries/illness as soon as practicable; take reasonable care; and take immediate steps to investigate and rectify any risk to health, safety and welfare.

A full list of WHS responsibilities and accountabilities are available within the City’s SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

8. AUTHORITY TO ACT

Decisions, which may be made autonomously, will always be determined following consultation with and direction from the Chief Executive Officer. The position is proactive and is empowered to enable prioritisation of assistance on projects using resources from other Divisions.

A key role of the position involves the development and recommendation of strategies and policies appropriate to the current and future needs and emerging issues of the Council requiring substantial judgement and analytical ability.

The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

9. ESSENTIAL AND SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications at degree level in business management or relevant discipline or demonstrated equivalent competencies gained through experience.
- Demonstrated experience in developing business strategies and solutions in a service environment.
- Demonstrated ability to research issues and provide detailed insights across a range of operational, financial, and customer datasets.
- Demonstrated experience engaging and managing external stakeholders to deliver service outcomes.
- Highly developed written and oral communication skills, combined with a proven ability to negotiate and interact on complex and sensitive issues.
- Comprehensive understanding of organisational change.
- Exercise discretion and maintain confidentiality of issues that arise.
- Demonstrate a commitment to Equal Employment Opportunity, Work Health and Safety and Cultural Diversity principles.

Desirable

- Understanding of the environment in which Government operates, including current corporate policies and practices.