

POSITION DESCRIPTION

Project Officer Planning, Policy & Process
(POS1116)

Directorate:	Planning and Compliance	Department:	Development Assessment
Position Grade:	14	Reports to:	Manager Development Assessment
Last review:	February 2021	Next review:	February 2023
		Version No.:	2

Position purpose:

To support the Director and Managers in City Economy & Growth and work in partnership with teams across the Directorate, to explore and drive policies, process and performance outcomes to achieve efficiencies and foster a continuous improvement and customer focused culture.

Key accountabilities/responsibilities:

Responsible for:

- 1) Work in partnership with the Director and Managers to review and revise policies and processes to drive performance outcomes and ensure legislative compliance.
- 2) Work with teams across the Directorate to build capability and commitment to identify and development opportunities for improvement in their business systems and processes.
- 3) Work with the teams to build and influence the proficiency of staff in business planning and highlight the benefits of an effective business planning process.
- 4) Contribute to the development of strategies which will enable Council to be adequately resourced to undertake appropriate roles and responsibilities to deliver results driven and outcome focused culture to the community.
- 5) To act as systems expert/key user for core applications across the Directorate and to provide advice and training support to Managers and Economy and Growth staff on optimum use of core systems within the Economy and Growth context, including Pathway.
- 6) Implement software recommendations in coordination with software providers and facilitate training of staff in the use of these as appropriate.
- 7) Create operating standards and build relationships within the organisation to improve efficiency in data collection and reporting and reduce system duplication.
- 8) Provide the Director and Managers support with the development of papers, briefings, reports, and/or project briefs as required.
- 9) Assistance with other eBusiness projects, initiatives or tasks as required.

Decisions made in the position:

- 1) Prioritising work to meet competing deadlines
- 2) Improvement of systems within the Directorate

Decisions referred:

- 1) Expenditure over delegated limit
- 2) Structural change to work program, approach and practices.

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Key issues/challenges:

- 1) Developing and managing effective working relationships with a diverse range of stakeholders in order to deliver operational policy improvement processes.
- 2) Identifying issues at the earliest timeframe and either resolving them within the Council's policies and procedures or urgently escalating these for resolution by more senior team members.
- 3) Operating within a team environment but also with a high level of autonomy for the tasks that are allocated and to ensure the delivery of strategic process improvement, content, accuracy, validity and integrity of the advice provided is of a high standard.
- 4) Consulting on issues that are controversial or sensitive or may have adverse public/political ramifications.
- 5) Ability to make decisions, multi-task and achieve results under pressure.
- 6) Highly developed interpersonal skills that foster the cooperation of others.

Key working relationships:

- | | |
|---|-------------------------|
| • Program Coordinator eBusiness and Planning Reform | • Director and Managers |
| • Coordinator and Team Leaders | • All Department Staff |
| • Staff across other Directorates within Council | • External Stakeholders |

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POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences

- Relevant qualification in Business, Management or other relevant qualification.
- Current Class C Drivers Licence.

Experience

- Experience developing operational policy and procedures that promote efficiencies and a higher level of customer service.
- Proven track record in analysis and working within teams to assess existing systems, process and applications and recommending solutions in order to achieve objectives and meet goals.
- Proven track record in research and ability to drive innovation and solutions to achieve strategic objectives.
- Demonstrated experience in project management, development, implementation and evaluation, including data management, monitoring and reporting.
- Demonstrated capacity to work autonomously, whilst also demonstrating a high level of collaboration across the team and with key stakeholders.
- Proven track record in contributing to strategic discussions about future opportunities and strategies.

Knowledge and Skills

- Facilitation skills and ability to work across teams in an engaging and creative way to maximise their thinking and innovation to process improvement and business planning.
- Expertise in core system applications and demonstrated experience in optimum use of systems to achieve business solutions.
- Knowledge of the Local Government planning and regulatory compliance framework.
- Sound judgement, issue management, problem solving and critical analysis skills.
- High level written and oral communication, negotiation, networking and interpersonal skills.
- Highly developed organising skills and the capacity to successfully manage several projects concurrently in a high-volume within tight timeframes.
- Knowledge of Workplace Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity

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DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Understanding of various levels of Government.
- Experience using Infor: Pathway application.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous