POSITION DESCRIPTION

POSITION TITLE:	**Principal Service Planner**
DIVISION:	**Organisational Performance**
DEPARTMENT:	**Organisational Performance & Strategy**
SECTION:	**Service Transformation & Innovation**
CLASSIFICATION:	**Band 7**

Hume City Council (Council) is transforming to become a modern council putting the customer and community at the centre of the services, facilities, and infrastructure it delivers.

We are seeking a strategic thinker who is proactive, organised and personable to join our Organisational Performance & Strategy department. The position will work across the whole organisation and play a key role in service planning, ensuring that Council services meet the current and future needs of the community and customers, are efficient and financially sustainable.

POSITION OBJECTIVES:

- Support the optimisation of Council services to ensure they are effectively meeting the community's and customers' current and future needs, are efficient and financially sustainable.
- Provide high-level technical support to the organisation, applying best practice service planning, systems thinking, business analytics, change management and continuous improvement methodologies to enable the organisation to deliver Service Plans and Service Group Strategies, and achieve service excellence.
- Provide expert guidance and undertake Service Reviews to enable the Executive Leadership Team and Council to make evidence-informed decisions about the future of services.
  Provide expert guidance to integrate service management with Council's broader strategic planning and performance practices.

KEY RESPONSIBILITIES AND DUTIES:

Service management

- Support the organisation to meet the Local Government Act 2020 service performance principles.
- Support the implementation of the organisation's new approach to service management including the Service Catalogue, Service Profiles, Service Plans, Service Reviews and Service Group Strategies.
- Provide expert guidance on continuous improvement, financial sustainability, change management and business analytics.
- Provide expert guidance driven by research and analysis to evaluate and improve Council services.
- Guide the research and analysis of current and future trends in local government service delivery and recommend innovative service delivery options for Council services.
- Guide the engagement required to understand current and future service needs.
- Analyse, synthesise and communicate complex information to stakeholders in an efficient and meaningful way to ensure the creation of shared understanding and commitment to service changes.
- Build strong stakeholder relationships internally and externally to drive efficiency opportunities.
- Develop Service Plans and undertake Service Reviews for services as per the Service Catalogue.
- Support the implementation of endorsed Service Review recommendations by applying proven project management, change management and engagement approaches.
- Support the annual update to the Service Catalogue.

Other responsibilities and duties:

- Facilitate project working groups, planning sessions, meetings and workshops.
- Contribute to the implementation of the Strategic Planning and Performance Framework.
- Contribute to the development of organisational documents including Service Group Strategies, Council Plan and Community Vision.
- Develop and maintain key project documentation, including project plans, project status reports, budgets, meeting minutes and risk reports with appropriate mitigation and contingency plans.
- Build a strong network across the organisation and take a holistic, organisation-wide, proactive approach to the delivery of all service management activities.
- Support the procurement of consultants and assist with contract management.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Service Management and Improvement
Supervises:	N/A
Internal Contacts:	All levels of staff and management at Council, in all service areas
External Contacts:	LGPro and the Local Government sector

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, polices and strategies.

POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	☐ YES ☒ NO
PRE-EMPLOYMENT MEDICAL CHECK • The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) • The incumbent must undergo a Pre-Employment Audio Test	☐ YES ☒ NO ☐ YES ☒ NO
PSYCHOMETRIC ASSESSMENT The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position	☐ YES ☒ NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values and Guiding Behaviours
- Maintaining a knowledge of and working within Organisation Policies, Procedures and Guidelines including OHS, EEO, Purchasing and Code of Conduct.
- Maintaining professionalism and acting with integrity at all times when liaising with the community, colleagues and Council.
- Providing direction and support to employees across the organisation with service planning responsibilities.
- Undertaking service planning where the work may be investigative, analytical or creative.
- The freedom to act is subject to regulations and governed by clear objectives, with a regular reporting mechanism to ensure adherence to policies.

JUDGEMENT AND DECISION MAKING

The incumbent is accountable for:

- Using experience, professional knowledge and the results of research to determine appropriate methods, technology and processes to support continuous improvement.
- Providing accurate and timely advice and support to management and staff relating to service planning.
- Using initiative, problem solving and making decisions in line with the responsibility of this position, some creativity and originality is required.
- Guidance is not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS

The following knowledge and skills are required to be utilised:

- Strong understanding of current opportunities and challenges in service management at strategic and operational levels within the local government sector.
- Knowledge of business analytics, change management, financial sustainability principles and continuous improvement practices which can be applied to the development and implementation of service management to achieve organisational objectives.
- Thorough working knowledge of a range of computer software including the Microsoft 365 suite, with an understanding of PowerApps and PowerBI.
- Well-developed business acumen, financial, problem solving, analytical and conceptual skills with the ability to simplify and present complex ideas with clarity to a diverse range of stakeholders.

MANAGEMENT SKILLS

The following management skills are required to be utilised:

- Skills in managing time, setting priorities, planning and organising one's work to achieve set objectives in the most efficient way possible with available resources within agreed timeframes despite conflicting pressures.
- An understanding of, and commitment to contributing to a culture of continuous improvement and innovative work practices as a means to achieving service excellence.
- Ability to implement personnel policies, and practices, including staff training and development to ensure adherence to Equal Employment Opportunity and Occupational Health and Safety.

INTERPERSONAL SKILLS

The following interpersonal skills are required to be demonstrated:

- Ability to gain cooperation and assistance from a diverse range of stakeholders and capacity to prompt and coach other employees to think strategically about how they plan and deliver services.
- Ability to investigate matters in a logical and analytical manner and present findings in an appropriate format.
- Well-developed interpersonal, listening and verbal communication skills, and the ability to address different audiences in an appropriate and accessible manner.
- Ability to communicate strategic and innovative ideas and solutions to the Senior Leadership Team and Councillors to inform strategic decision-making.
- Highly developed verbal and written communication skills.
- Ability to actively listen, build relationships and collaborate with stakeholders.

QUALIFICATIONS AND EXPERIENCE

The following qualifications and experience are required for the position:

- Degree or Diploma in business analytics, corporate strategy, strategic planning, or public and social policy or similar with several years' experience or a lesser formal qualification with extensive experience business analytics, change management, continuous improvement or service management.
- Demonstrated experience in project management, service planning, business analytics or continuous improvement.

- Experience working in Local Government or strong knowledge of the sector will be considered advantageous.

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☐	☒
– below 10kgs	☐	☐	☒	☐
Manual handling frequency	☐	☐	☒	☐
Repetitive manual work	☐	☐	☐	☒
Repetitive bending/twisting	☐	☐	☐	☒
Repetitive kneeling/squatting	☐	☐	☐	☒
Working with arms above head	☐	☐	☐	☒
Lifting above shoulder height	☐	☐	☐	☒
Using hand tools – vibration/powered	☐	☐	☐	☒
Operating precision machinery	☐	☐	☐	☒
Close inspection work	☐	☐	☐	☒
Wearing hearing protection	☐	☐	☐	☒
Wearing eye protection	☐	☐	☐	☒
Wearing safety shoes/boots (steel cap) / gum boots	☐	☐	☐	☒
Wearing other relevant PPE	☐	☐	☐	☒
Working in dusty conditions	☐	☐	☐	☒
Working in wet/slippery conditions	☐	☐	☐	☒
Working with chemicals/solvents/detergents	☐	☐	☐	☒
Washing hands with soap (hygiene)	☐	☒	☐	☐
Working at heights	☐	☐	☐	☒
Working in confined spaces	☐	☐	☐	☒
Working in chillers (+4 degrees C)	☐	☐	☐	☒
Performing clerical duties	☒	☐	☐	☐
Working on a keyboard	☒	☐	☐	☐
Driving cars and/or trucks	☐	☐	☐	☒
Other (please specify)	☐	☐	☐	☒

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

SELECTION CRITERIA

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Degree or Diploma in business analytics, corporate strategy, strategic planning, or public and social policy or similar with several years' experience or a lesser formal qualification with extensive experience business analytics, continuous improvement, change management or service management.
2. Demonstrated understanding and experience in service management, service reviews, service design, business analytics, financial sustainability, and change management and continuous improvement methodologies.
3. Demonstrated ability to think strategically and design innovative solutions to complex problems within local government.
4. Strong conceptual and analytical skills, including the ability to research, evaluate and synthesise complex data and information to identify insights, draw evidence-based conclusions and support strategic decision-making.
5. Highly developed interpersonal, negotiation and facilitation skills and the ability to build and maintain relationships with key stakeholders at various levels across the organisation and engage the community to understand service needs.
6. Strong project management skills and effective time management, including the ability to set priorities, plan and organise work and manage conflicting priorities.