

POSITION DESCRIPTION

POSITION TITLE:	Coordinator Planning and Performance
DIVISION:	Organisational Performance
DEPARTMENT:	Organisational Performance & Strategy
SECTION:	Org Perform and Strategy
CLASSIFICATION:	Band 8

POSITION OBJECTIVES:

- Lead the delivery and continuous improvement of Council's planning and performance function, enabling the organisation to effectively implement Council's Strategic Planning and Performance Framework (**SPPF**) and strengthen the alignment between strategy, planning, resource allocation, performance and financial sustainability.
- Build organisational strategic planning maturity and integration of planning and budgeting practices to actively improve Council's financial sustainability, ensuring organisational resources and delivery are prioritised in an integrated system that considers strategic priorities, capacity, benefits, trade-offs and public value.
- Strengthen organisational reporting and evaluation practices and use of organisational data, performance information and insights to improve strategic decision-making and prioritisation, track outcomes and benefits, and demonstrate value to the community.
- Build a culture of accountability, strategic prioritisation and continuous improvement across Council's planning and performance management practices to improve service delivery, organisational performance and long-term financial sustainability.

KEY RESPONSIBILITIES AND DUTIES:

Integrated Strategic Planning and Performance

- Lead the coordination, implementation and continuous improvement of Council's planning and performance function to effectively implement Council's Strategic Planning and Performance Framework (SPPF).
- Lead the delivery of the annual and quarterly planning and performance activities, ensuring Council meets its planning and reporting legislative obligations.
- Develop and embed consistent planning methodologies, frameworks, tools and governance arrangements that strengthen the quality, integration and maturity of organisational planning practices.
- In partnership with Finance and PMO departments, identify opportunities to simplify, integrate and improve planning processes, reduce duplication and shift practices from compliance-driven activities towards meaningful strategic decision-making.
- With the OPS department leadership team, establish clear relationships and dependencies between planning disciplines to support a connected, whole-of-organisation approach to strategic planning, prioritisation and resource allocation.
- Monitor organisational planning and performance maturity, identify systemic gaps and coordinate improvement initiatives that progressively strengthen organisational capability and effectiveness.

Organisational Maturity and Financial Sustainability

- Lead the assessment and progressive uplift of organisational planning and performance maturity, identifying the practices, capabilities, behaviours and systems required to strengthen organisational effectiveness and financial sustainability.
- In partnership with Finance and PMO departments, develop and coordinate a prioritised, multi-year maturity improvement roadmap that establishes clear objectives, targeted interventions, measures of progress and accountabilities for improving planning and budgeting practices across the organisation.
- Embed financial sustainability as a core consideration in annual planning and delivery, prioritisation and organisational decision-making, strengthening the connection between community outcomes, service commitments, resource allocation and long-term financial capacity.
- Support leaders to make evidence-informed decisions about competing priorities, including the implications of maintaining existing services, responding to emerging needs and investing in service improvements in annual work program development.
- Identify systemic barriers to effective planning and decision-making, including gaps in leadership capability, organisational culture, governance, data and accountability, and develop targeted strategies to address them.
- Promote a shift towards proactive, forward-looking and whole-of-organisation planning, strengthening shared ownership of financial sustainability and collective accountability for organisational outcomes.
- Monitor the impact of maturity improvement initiatives and report on progress, emerging risks and opportunities to strengthen organisational performance and financial sustainability.

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Organisational Performance and Insights:

- Coordinate organisational performance reporting to provide meaningful insights into progress against Council and organisational priorities, including delivery, outcomes and benefits realisation.
- Develop performance measures, analysis and reporting approaches that support informed decision-making, with a focus on outcomes, impact, trends, risks and opportunities rather than activity reporting alone.
- Strengthen the use of performance information to assess organisational effectiveness, service performance, resource utilisation and progress towards financial sustainability objectives.
- Identify emerging organisational trends, performance gaps and areas requiring leadership attention, translating findings into practical recommendations for improvement.
- Work with internal stakeholders to improve the quality, accessibility and application of organisational information to support evidence-informed planning and decision-making.
- Translate complex quantitative and qualitative information into clear insights, advice and recommendations for executive and Council audiences.

Continuous Improvement and Organisational Capability

- Lead the continuous improvement of organisational planning and performance practices through maturity assessments, evidence, feedback, benchmarking and lessons learned.
- Develop organisational capability through practical guidance, tools, coaching, facilitation and communities of practice that strengthen the consistency and quality of planning and performance across Council.
- Support executive and leaders to embed strategic thinking, systems thinking, evidence-informed decision-making and continuous improvement into their day-to-day practices.
- Identify opportunities to improve organisational systems, processes and ways of working to increase effectiveness, efficiency and the value derived from organisational resources.
- Facilitate the adoption of improved planning practices and support organisational change required to embed new approaches, behaviours and accountabilities.

Strategic Advice, Governance and Reporting

- Provide strategic advice to Council, Executive Leadership Team, managers and other decision-makers on organisational planning maturity, performance, prioritisation and financial sustainability.
- Maintain Council's Service Profiles and prepare high-quality reports, briefings, analysis and recommendations that clearly articulate organisational performance, planning maturity, financial sustainability implications, risks and opportunities for improvement.

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- Coordinate governance arrangements, planning cycles, dependencies and accountabilities to support disciplined and integrated organisational planning and performance.
- Support the development of clear measures and reporting mechanisms to monitor the effectiveness of planning practices, progress against maturity improvement objectives and the contribution of improvement initiatives to organisational outcomes.
- Ensure planning and performance information is accurate, transparent, appropriately contextualised and fit for strategic decision-making.
- Maintain awareness of legislative requirements, contemporary practice and emerging issues affecting organisational planning, performance and financial sustainability in local government.

Leadership and Stakeholder Engagement

- With the OPS department leadership team, build a high performing multidisciplinary department, fostering collaboration, accountability, innovation, professional development and continuous improvement.
- Lead, coach and develop planning and performance team, setting clear priorities and expectations for the delivery of work and creating a psychologically safe and inclusive team environment to encourage curiosity, innovation and constructive debate.
- Support the Manager Organisational Performance & Strategy and department leadership team deliver department priorities and projects.
- Manage the delivery of planning and performance team projects, allocation work and development of key project documentation.
- Build effective relationships with executives, managers and teams across Council to influence planning practices, strengthen organisational capability and achieve shared outcomes.
- Facilitate complex discussions that balance community needs, service expectations, organisational priorities, resource constraints and long-term financial sustainability.
- Influence stakeholders to adopt consistent, integrated and evidence-informed planning practices, constructively challenging established approaches where opportunities for improvement exist.
- Promote whole-of-organisation thinking, shared ownership and collective accountability for planning quality, organisational performance and financial sustainability.
- Represent the planning and performance function in organisational projects and external forums, contributing to broader organisational improvement and transformation.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Manager Organisational Performance and Strategy
Supervises:	Principle Data Analyst – Organisational Insights Research and Customer Insights Analyst Research and Engagement Officer (1) Research and Engagement Officer (2)
Internal Contacts:	All levels of staff and management at Council, in all departments and 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.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything 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.

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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 contributing to the planning and improvement of Council's service in accordance with Council's Service Management Policy.

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, policies and strategies.

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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 <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is responsible and accountable for:

- Leading Council's Planning and Performance team within the Organisational Planning and Strategy (OPS) department.
- Ensuring Council meets its legislative planning and reporting obligations.
- Ensuring collection and use of organisational and performance data and Council's reporting practices comply with relevant policies, legislation and standards.
- Exercise significant autonomy in developing organisational planning frameworks, performance methodologies, governance arrangements and maturity improvement initiatives.
- Providing strategic leadership, direction and specialist advice to leaders and employees across the organisation
- With the OPS senior leadership team, fostering a strategic, systems-thinking and collaborative culture within the OPS department and across the organisation.
- The freedom to act is subject to regulations and governed by clear objectives, with a regular reporting mechanism to ensure adherence to policies.
- Exercising a high degree of autonomy in delivering organisational planning and performance management practices.
- Provide advice and recommendations to Executive Leadership Team to inform organisational strategy, policy direction, service planning and resource allocation.
- Managing the Planning and Performance business plan and budget, including planning and development, monitoring expenditure, forecasting, managing procurement activities and consultant engagements.
- Lead Council's organisation-wide planning and performance function, with accountability for the development, implementation and continuous improvement of planning, performance and reporting frameworks that support strategic decision-making and financial sustainability.

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JUDGEMENT AND DECISION MAKING

The incumbent is accountable for:

- Using experience, professional knowledge and analysis of evidence to determine appropriate methods, technology and processes to support continuous improvement in Council's planning and performance practices.
- Providing accurate and timely advice and support to management and staff relating to organisational planning and performance practices and activities.
- Exercising judgement in balancing organisational priorities, legislative obligations, community expectations, capacity, resource constraints and financial sustainability.
- Identifying, analysing and evaluating complex organisational issues requiring innovation and strategic thinking.
- Developing and evaluating policy options, strategic approaches and evidence-based recommendations where precedents may not exist and where competing organisational priorities, risks and stakeholder interests must be balanced.

SPECIALIST KNOWLEDGE AND SKILLS

The following knowledge and skills are required to be utilised:

- Expert knowledge in strategic and integrated planning and performance practices.
- Ability to lead the development, implementation and evaluation of organisational planning and performance management practices and initiatives.
- Expert communication skills and ability to write high-level strategic documents.
- Ability to interpret, apply and explain legislation, policies and standards relating to data collection, use and privacy.
- Well-developed change management skills and ability to support capability uplift in individuals and teams.
- Well-developed engagement and facilitation skills with the ability lead workshops and customer and community research activities with internal and external stakeholders.
- 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.
- Demonstrated ability to apply advanced strategic and integrated planning, performance management, analytics and evaluation methodologies to improve operating practices and address emerging and complex organisational challenges.
- Strong understanding of local government governance, legislation, strategic planning frameworks and the social, economic and political environment in which local government operates

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.
- Ability to implement personnel policies, and practices, including staff training and development to ensure adherence to Equal Employment Opportunity and Occupational Health and Safety.

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- Providing leadership across Council's planning and performance disciplines and influences senior leaders to achieve organisational objectives.
- Ability to lead, support and develop individual staff and a multidisciplinary team, fostering a culture of collaboration.
- Ability to lead and develop highly skilled professional staff and multidisciplinary teams to achieve strategic objectives, organisational outcomes and continuous improvement.
- Ability to lead and coordinate complex organisational-wide initiatives involving multiple stakeholders, competing priorities and significant organisational change.
- Demonstrated ability to influence, negotiate and build commitment across senior stakeholders, including Executive Leadership, Councillors, government agencies and community representatives.

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 support, coach and influence business and service areas across the organisation to develop good practice strategic documents, use data-drive insights and improved data governance practices.
- Ability to analyse complex organisational issues and present findings, recommendations and strategic advice in a clear and influential manner.
- Well-developed interpersonal, listening and verbal communication skills, and the ability to address different audiences in an appropriate and accessible manner.
- Highly developed verbal and written communication skills.
- Ability to actively listen, build relationships and collaborate with department and team members, other Council staff, community and stakeholders.

QUALIFICATIONS AND EXPERIENCE

The following qualifications and experience are required for the position:

- Degree qualification in strategic planning, business, management or a related discipline, together with extensive experience in integrated strategic planning, operational planning and performance management roles.
- Postgraduate qualifications in a relevant field and/or extensive local government experience or strong knowledge of the public sector will be highly regarded.

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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.

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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 in business, management or similar with extensive experience leading integrated strategic planning and performance management functions, preferably within the local government sector.
2. Strong strategic and systems thinking capabilities, with demonstrated experience in connecting organisational planning and financial management disciplines to address gaps in strategic planning maturity and improve financial sustainability.
3. Strong understanding of financial sustainability challenges within the public sector, with demonstrated experience in supporting Council, executives and senior leaders consider strategic priorities, service levels, resource implications, capacity, performance and long-term financial sustainability in planning and decision-making.
4. Strong analytical capability, with demonstrated experience in interpreting complex organisational and performance data and applying performance management and continuous improvement methodologies to generate insights and recommendations for strategic decision-making, prioritisation and improvement activities.
5. Highly developed communication skills, with a demonstrated ability to synthesise complex information and translate into clear insights, risks and recommendations to Council, executives, senior leaders and diverse stakeholders.
6. Highly developed stakeholder engagement and change management skills, with a demonstrated ability to support executives and senior leaders build organisational capability and mature planning and performance practices through coaching, facilitation, guidance, process improvement and change management.
7. Demonstrated ability to lead and develop a high performing multidisciplinary team by fostering a strong culture of collaboration, accountability, learning and continuous improvement.

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