

POSITION DESCRIPTION

POSITION TITLE:	Coordinator Strategy and Organisational Insights
DIVISION:	Customer and Strategy
DEPARTMENT:	Organisational Performance & Strategy
SECTION:	Research and Engagement
CLASSIFICATION:	Band 8

POSITION OBJECTIVES:

- Lead the development and implementation of an organisational approach for strategy, building organisational capability to effectively implement Council's Strategic Planning Framework by improving Council's strategy development and delivery practices and strengthening accountability and alignment to outcomes and performance.
- Lead the delivery of high-quality organisational insights, integrating predictive and diagnostic data analytics and customer, community and social research to enable evidence-based strategy and decision-making and enhance service delivery.
- Oversee the delivery of inclusive and contemporary customer, community and social research practices, building organisational capability to design and deliver meaningful engagement activities that ensure customer and community needs drive strategy and service delivery.
- Support the delivery of Organisational Performance & Strategy's planning and service management functions through strategy development and delivery, outcomes-based performance frameworks and research, analytics and evaluation activities.
- Build organisational data, analytic and evaluation capability, promoting a culture that uses evidence to drive decision-making, improve performance and service delivery, and track benefits to demonstrate impact and value to the community.

KEY RESPONSIBILITIES AND DUTIES:

Strategy development and delivery

- Lead the development and implementation of an organisational approach for strategy to support the delivery of clear direction and consistent, evidence-based strategy.
- Lead the development of outcomes-based performance frameworks to track benefits and measure impact of strategy and service delivery.
- Continuously improve Council's strategic planning practices to enhance accountability and performance for strategy delivery, including action planning, resource prioritisation and monitoring and assessment of outcomes and benefits.
- In partnership with service owners, lead the development of Council's Service Group Strategies to implement service management and establish clear direction with shared service group outcomes that can inform service delivery and continuous improvement.
- Support the delivery of Organisational Performance & Strategy's planning and service management functions with strategy development, preparation of strategic narratives and provision of strategic advice relating to Council strategy and strategy directions.
- Support Council and the Executive and Senior Leadership Teams identify strategic priorities and enhance line of sight between service delivery and strategic outcomes.
- Support the Executive and Senior Leadership Teams to build organisational strategic planning and strategy capability, including measuring outcomes and tracking benefits to demonstrating impact and value to the community.

Organisational insights, research and engagement practices

- Lead the development and delivery of high-quality organisational insights, integrating predictive and diagnostic data analytics and customer, community and social research to develop evidence-based strategy and policy, track and assess benefits and impact, and improve service delivery and performance.
- Lead the delivery for Council's Community Satisfaction Survey and other customer and community research activities (including deliberate engagement panels) to inform the planning, design, review and improvement of Council's services.
- Maintain Council's *Community Engagement Policy* and oversee the delivery of inclusive, contemporary and meaningful customer, community and stakeholder engagement that adds value to Council direction and decision-making and strengthens community trust and connection.
- Lead the implementation and delivery on ongoing deliberative engagement activities that ensure strategy, service delivery (including levels of service) and the prioritisation and allocation of resources are informed by community views that are considered, informed by evidence and representative of the whole community.
- Continuously improve Council's engagement practices as a key research methodology and build organisational capability to design and deliver engagement activities that provide most value in terms of obtaining data that can meaningfully inform strategy, service delivery and Council decision-making.
- Support the delivery of Organisational Performance & Strategy's performance and service management functions with the development of outcomes performance

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measures, research, analytics and evaluation activities, and establishing a holistic view of organisational performance and the delivery of community outcomes.

- Support the Executive Leadership Team with strategic advice and use evidence and insights to consider trade-offs, risks and resource implications in strategy delivery and strategic decision-making.
- Support the Data Analyst – Organisational Insights to work with the IT department to enhance Council's data governance practices and improve the efficiency, accuracy and reliability of analytics and performance dashboards by automating the collection and integration of data from multiple systems and sources.
- Through OPS department projects and activities, support departments and service areas to build strategic planning, evaluation and analytical capability through guidance, coaching and knowledge sharing to enhance the use of organisational data, analytics tools, research-based evidence and data-driven insights in strategic and operational decision-making.

Leadership and other responsibilities:

- Build a strong network across the organisation to support and enable capability uplift in strategy and evidence-based practices, applying a strategic and systems-thinking approach to the delivery of all projects.
- Provide leadership in building a high-performing strategy and organisational insights function and drive a data-informed organisational culture by influencing, coaching, and mentoring team members and stakeholders across the organisation.
- Facilitate project workshops, working groups, meetings and planning sessions to determine customer and stakeholder needs.
- With the Organisational Performance & Strategy department leadership team, build a high performing multidisciplinary department, fostering a culture of collaboration, continuous improvement and accountability.
- Lead, coach and develop a team of analytics, research, evaluation and engagement professionals in the Strategy and Organisational Insights 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 team projects, allocation work and development of key project documentation.
- Support the procurement of consultants and assist with contract management.

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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

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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, 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:

- 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.
- Ensuring Council's Community Engagement Policy is current and compliant with relevant legislation.
- Ensuring organisational data analytics and customer, community and social research practices comply with relevant policies, legislation and standards.
- Providing direction and support to employees across the organisation in relation to the development and delivery of strategy, research, analytics, evaluation and community and stakeholder engagement activities.
- Leading the OPS Strategy and Organisational Insights team.
- With the OPS senior leadership team, fostering a strategic, systems-thinking and collaborative culture within the 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.
- exercises a high degree of autonomy in the development of strategic frameworks, organisational insights, research and engagement practices, with advice and recommendations relied upon by the Executive Leadership Team to inform organisational strategy, policy direction, service planning and resource allocation
- Manage the Strategy and Organisational Insights budget, including planning, monitoring expenditure, procurement activities and consultant engagements.

JUDGEMENT AND DECISION MAKING

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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 organisational strategic planning, strategy, research and insights..
- 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.
- Develops and evaluates 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 social planning, research, analytics and evaluation and engagement principles and practices.
- Ability to lead the development and implementation of strategic documents.
- 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 planning, performance, analytics and evaluation methodologies to 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.
- Ability to lead, support and develop individual staff and a multidisciplinary team, fostering a culture of collaboration.

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- Proven ability to lead and develop highly skilled professional staff and multidisciplinary teams to achieve strategic objectives, organisational outcomes and continuous improvement.
- 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 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.
- Highly developed verbal and written communication skills.
- Ability to facilitate workshops and communicate strategic and innovative ideas and solutions to the departments and services areas across Council, Data Working Group, Senior Leadership Team and Councillors to inform strategic decision-making.
- Ability to actively listen, build relationships and collaborate with department and team members, other Council staff, community and stakeholders.

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QUALIFICATIONS AND EXPERIENCE

The following qualifications and experience are required for the position:

- Degree qualification in strategic planning, public policy, social planning, business strategy, economics, organisational performance or a related discipline, together with extensive relevant experience in strategy, research, analytics, organisational performance or policy development.
- Postgraduate qualifications in a relevant field and/or extensive local government experience will be highly regarded.
- 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.

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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 strategic or social planning, public policy or similar with extensive experience in strategy development at the organisational level, social research and engagement practices, preferably within local government or the public sector.
2. Strong strategic and systems thinking capabilities, with demonstrated experience in leading strategic planning activities and working with teams across organisational boundaries to align strategy, resources and performance to shared outcomes.
3. Highly developed analytical capabilities, with demonstrated experience in applying data analytics, social research and evidence-based methodologies to generate insights that inform decision making, performance and continuous improvement activities.
4. Highly developed engagement, facilitation and change management skills, with demonstrated experience in engaging with different stakeholders and supporting senior leadership levels realise maturity uplift in organisational practices.
5. Highly developed communication skills, with a demonstrated ability to translate complex data and insights into strategy and compelling narratives.
6. Demonstrated experience in leading multidisciplinary teams and fostering a culture of collaboration, continuous improvement and accountability.

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