



Position Description – Strategic Service Planner

Position:	Strategic Service Planner
Band:	8
Position Number:	10114
Business Unit:	Corporate Strategy
Directorate:	Strategy and Organisation Performance

Name of Occupant	Vacant
Date Approved	26 August 2021
Approved By	Manager Corporate Strategy

Position Objective

The primary function of this position is to partner with the organisation and facilitate a holistic approach to Council's Service Planning and Review Program ensuring that Council is strategic, innovative, and streamlined in its planning and delivery of its services.

Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Lead the development and implementation of long-term strategic service planning for the Council, to help understand the corporate service profile and the services needed to deliver now and into the future for the community.
2. Collaborate with service managers to identify and understand key service drivers and potential future scenarios to support with long term service planning.
3. Coordinate with service managers to develop, review and maintain service plans for all Council services in accordance with the corporate service profile, ensuring alignment of services with financial, asset and workforce planning and the objectives of the Council Plan.
4. Work closely with internal and external stakeholders, including community engagement, to ensure that service and business planning incorporates community expectations around levels of service provision and explores opportunities for service improvement within available resourcing.
5. Manage key relationships effectively to promote collaboration, and a strategic and strategy-led approach to corporate service planning.

6. Facilitate stakeholder workshops and planning sessions to inform the development and implementation of service and business plans.
7. Plan and deliver Council's service review program, including program planning, timetable management, and oversight of service review projects.
8. Support the delivery of Corporate Strategy functions including the Council Plan, business planning, performance reporting, business improvement, and the achievement of the Council's Vision, Mission and Values and organisational priorities.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Organisational Relationships

Reports to:	Manager Corporate Strategy
Supervises:	Nil
Internal Liaisons:	The position works closely with the Finance and Community Infrastructure teams, in addition to Management and Executive teams more generally. The position also works closely with the Corporate Planner, informing and supporting the development of Council's business planning and performance reporting.
External Liaisons:	The position will from time to time engage with external stakeholders and consultants. This may include government and non-government agencies including, adjoining councils, local organisations, and the community.

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

Qualifications and Experience

The qualifications and experience required for the position include:

- A Degree or equivalent qualification, relevant to key aspects of this role such as business management, organisation development, strategic planning, service planning, service design.
- Previous experience in similar role engaged in strategic service planning and/or service review.
- Experience in the use and application of human centred design, facilitation and/or community engagement would be an advantage.

Key Selection Criteria

- Qualifications and experience as outlined above.
 - High level written and verbal communication, presentation, negotiation and problem-solving skills; ability to effectively liaise with a wide range of internal and external stakeholders.
 - Highly developed project management skills including managing competing priorities, and the ability to prioritise workload and tactically address it in an outcome focused manner that delivers results.
 - High level computer skills including for example Word, MS Project, Excel, PowerPoint
 - Demonstrated ability to work collaboratively and positively in a cohesive team environment.
 - Self-motivated and a critical thinker who is able to work effectively with limited supervision.
 - Knowledge of and experience in the development, implementation and review of innovative solutions to business problems
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Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Make decisions, develop and interpret policy and make recommendations to Council in line with broad goals and with adherence to budget.
- Implement resolutions to complex organisation challenges and coordinate projects and activities to ensure high quality outcomes.
- Be accountable for the timeliness, quality and accuracy of information and reports.
- Provide information in accordance with Council's operating procedures, policies and other guidelines.
- Carry out tasks relating to budgets, legislative requirements, policies, as directed.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- To use sound judgement based on professional experience and knowledge and advanced analytical or creative thought. Significant 'whole of Council' and 'whole of City' strategic / corporate planning and analysis is required.
- Understand the strategic business direction of Council and have a comprehensive understanding of Council's goals and strategies to ensure critical judgement and problem-solving
- To make decisions on a range of matters that are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Strong analytical and problem-solving skills applied through human centred design approaches.
- Workshop facilitation and collaborative working.
- Strong written, oral and presentation communication skills
- A sound understanding of the business management principles and continuous improvement
- Ability to interpret relevant legislation including the Local Government Act 2020.
- Proven ability to collaborate with others across a complex organisation.
- Experience and skills in business planning and development.
- Project management skills demonstrated through the ability to manage a diverse range of conflicting priorities whilst delivering on milestones.
- Sound knowledge of budgeting and relevant accounting and financial procedures.

Management Skills

The required management skills include:

- Excellent time management skills and the ability to manage multiple projects and tight timeframes in an organised and timely manner
- Strong Microsoft Office skills (Word, Excel, PowerPoint, Visio and Microsoft Project)
- Demonstrated ability to operate with minimal supervision and show high levels of initiative and forward planning abilities.
- Ability to achieve specific objectives within available resources and timeframes.
- Ability to maintain professionalism, integrity and confidentiality.

Interpersonal Skills

- Highly developed interpersonal skills including ability to persuade, convince and negotiate
- Excellent skills in customer service with an ability to ensure that all stakeholders are treated in a respectful, efficient, and effective manner.
- Ability to gain co-operation and assistance from colleagues in the administration of a range of activities.
- Must be able to lead, motivate and develop others as required.

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date

