Role Description
Project and Technical Officer- Systems

Title	Project and Technical Officer- Systems
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Environment & Planning/ Business Performance and Integration
Reports to	Section Manager Business Performance and Integration

Vision

A vibrant and sustainable Central Coast

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the Project and Technical Officer- Systems serves as a consultant to management and others on projects that improve process, systems and enable others to achieve community outcomes and is responsible for assisting employees and management to align strategic, operational and organisational objectives in designated business units. This will be achieved through facilitating outcomes that maximise value for the community, the applicant and, at the same time, protect the environment and community health.

The Project and Technical Officer- Systems is required to provide quality customer service and creating value for the community.

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Key Duties and Responsibilities

- Identify and develop projects that offer innovative solutions in improving business process and systems.

- Lead and oversee projects including developing and monitoring project plans, coordinating resources.

- Preparation of project related documentation and initiatives including consultation with key stakeholders, risk management, status updates and discussion papers.

- Provide appropriate customer consultation and communications to engage with internal and external stakeholders.

- Assess, investigate and determine matters (including non-routine) in relation to the role.

- Undertakes Environment and Planning quality assurance and quality control functions of Development and Compliance.

- Champion continuous improvement initiatives in relation to business and processes.

- Perform any other duties, tasks or projects the employer may assign to you, having regard for your skills, training and experience within expectations of the job classification.

Authority and Accountability

- Ensure all relevant WHS requirements, including Council's Safe Systems of Work, are considered and addressed as a function of the professional advice or direction you provide to Council and external parties.

- The Project and Technical Officer- Systems may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required.

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- Decisions made by the Project and Technical Officer- Systems affect the work and activities of others within the section or from a specific project team.

- The work of the Project and Technical Officer- Systems influences the community within a specified service line through the application of technical skill or application of regulatory requirements.

- The Project and Technical Officer- Systems complies with operational requirements in co-operation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions.

- The Project and Technical Officer- Systems identifies requirements as an input to budget development.

- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged.

- Represent the organisation honestly, ethically and professionally and encourage others to do so.

- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance.

- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience.

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- Identify customer service needs, understand customer perspectives and implement responsive solutions.

- Build cooperation and overcome barriers to information sharing and communication across teams/ units.

- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.

- Use expertise and seek others assistance to achieve work outcomes.

- Ensure current work plans and activities support and are consistent with organisational change initiatives.

- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.

- Ensure that actions of self and others are focused on achieving organisational outcomes.

- Take account of financial implications and return on investment when planning financial transactions.

- Support compliance with records, information and knowledge management requirements of the organisation.

- Be aware of procurement and contract management risks and actions to mitigate these.

- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies.

- Plan and monitor resource allocation effectively to achieve team objectives.

Qualifications

Essential

- Degree qualification in Information Technology, Business or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

Desirable

- Certificate IV qualification in Project Management

Experience

- Demonstrated experience in system reporting;

- Demonstrated experience in managing change;

- Proven ability to prioritise competing deadlines and manage special projects and programs simultaneously;

- Demonstrated experience in analysing existing business systems, processes, workflows;

- Demonstrated experience in identifying, scoping, designing and implementing business and system improvements;

- Demonstrated proficiency in providing technical expertise, coaching and advice to relevant staff to allow them to effectively undertake their responsibilities and duties;

- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that add value to the organisation;

- Proven ability to assess and interpret information to formulate recommendations and provide specialist advice to enable the organisation to achieve quality outcomes.

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Key Relationships

Internal	External
Council Meeting	Members of the Public/residents/ratepayers
Unit Managers / ELT	Commercial/industrial/development representatives (eg Vendors, builders, clients)
Section Managers/Team Leaders	Community Organisations – service clubs etc.
	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

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