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| **Title** | Project Officer Business Systems |
| **Classification/Grade/Band** | Band 3 Level 2 |
| **Group/Unit/Section** | Environment and Planning / Environmental Compliance and Systems |
| **Reports to** | Team Leader Business Support and Systems |

**Vision**

A vibrant organisation doing great things.

**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, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Project Officer Business 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 position of Project Officer Business Systems is required to provide quality customer service and create value for the community.

**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 within the Directorate;
* Champion continuous improvement initiatives in relation to business, customer services, processes and systems;
* Liaise with external vendors to develop and improve systems;
* Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent’s skills, training and experience.

**Authority and Accountability**

* Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council’s Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
* The Project Officer Business 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.
* Decisions made by the Project Officer Business Systems affect the work and activities of others within the section or from a specific project team.
* The work of the Project Officer Business Systems influences the community within a specified service line through the application of technical skill or application of regulatory requirements.
* The Project Officer Business 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 Officer Business 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;
* 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 organization;
* 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 experience in the delivery of IT and business improvement related projects;
* 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.

Key Relationships

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| Internal | External |
| Chief Executive Officer | Community |
| Executive Leadership Team | State and Federal Government Agencies |
| Leadership Team | Industry representatives and associations |
| Unit Managers | Unions |
| Council employees | Vendors |