

Position Description

Position Title:	Business and Customer Improvement Section Manager
Directorate:	Governance
Service Unit:	Regulatory, Planning & Assessment
Salary Point:	SP16
Position Reports To:	Manager Regulatory, Planning & Assessment
Staff Management:	Leadership and management of a significant function and multiple teams – approx. 14 staff
Budget Responsibility:	\$1M
Date PD Reviewed:	June 2019

Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first. These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of CN through internal services to all service units.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/CN requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

The purpose of the Regulatory, Planning & Assessment (RPA) Service Unit leads strategic land use planning, development assessment, regulatory and compliance functions and processes to facilitate, enable and regulate development and related activities across the Newcastle Local Government Area. The RPA Service Unit is to ensure compliance to legislative requirements and provide advice to inform evidence-based decision making throughout and across CN.

Workplace Health & Safety	
WHS RAA Level	Level 4
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

Overview

The RPA Service Unit has significant direct community and stakeholder engagement through land use planning, development assessment and regulatory functions.

This position is a pivotal role for the RPA Service Unit within CN, with the focus on enhancing customer experience and creating organisation value from the relationships we have with our customers while enhancing business operations.

This role leads customer engagement and the development of innovative approaches to collaboration and customer satisfaction. This position will lead high quality business, customer and administrative services to support the Service Unit and deliver increased customer satisfaction.

The Business and Customer Improvement Section Manager is a member of RPA's Leadership Team and plays an active role in the management of the Service Unit as a whole.

Position Responsibilities

Within the area of responsibility, this role is required to:

- Manage the ongoing development of a customer centric culture across the RPA Service Unit, supported by effective policy and process frameworks and responsive customer service systems to embed best practice behaviours.
- Champion change and continuous improvement within the Service Unit.
- Build collaborative relationships across RPA, and the organisation along with key stakeholders to support a whole of organisation approach to delivery of services.
- Develop close working relationships with Section Managers, Team Coordinators and the Service Unit Manager to ensure business and administrative support to the Service Unit meets the needs of both internal and external customers.
- Provide leadership in developing an effective, highly motivated and professional Business Support Team that ensures a customer experience ethos is a priority.
- Develop, implement and evaluate administrative procedures ensuring appropriate policies and procedures are in place in relation to RPA Service Unit.
- Develop and implement technological innovations to deliver an improved customer experience in relation to RPA processes.
- Work in conjunction with other Section Managers in providing financial input and analysis with identifying opportunities for service improvement and cost reduction.
- Provide advanced administrative, secretarial and corporate systems support to the RPA Service Unit.
- Manage the Service Unit allocated budget aligned to strategic and operational priorities.

- Any other accountabilities or duties as directed by Service Unit Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

- Tertiary qualifications, or equivalent experience and qualifications in a relevant discipline such as Business or Frontline Management.
- Demonstrated skills in providing effective leadership and support to Service Unit teams with varied priorities, to achieve improvements in customer experience.
- Experience in initiating, implementing and managing organisational, behavioural and cultural change.
- Experience in leading a team that manages whole of business support for the Regulatory, Planning and Assessment Service Unit.
- Excellent interpersonal skills demonstrated by consulting, negotiating with and maintaining effective relationships with all stakeholders.
- Proven ability to monitor and analyse business practices to improve performance and deliver systems, processes and practices that drive high quality customer service outcomes.
- Highly developed research, analytical and problem-solving skills particularly in interpreting and developing strategic policy and operational processes.
- Experience in self-managing a high workload involving competing workplace priorities while maintaining a strong customer focus.
- Demonstrated experience in exercising initiative and judgement while showing integrity at all times.
- Demonstrated leadership, developing and working cooperatively with multi-disciplined staff.
- Experience with inputting, developing and managing budgets.
- Demonstrated oral and written communication skills, including confidence in interacting with and reporting to all stakeholders both internal and external.

Desirable

- Knowledge of local government legislation and policies like Local Government Act, Environmental Planning and Assessment Act, Building Code of Australia.
- A good understanding of the Local Government environment and experience in handling sensitive issues.
- Demonstrated experience in the development and delivery of new services and programs.
- Current C Class driver's licence.