

Position Description

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| Position title: | Business and Customer Improvement Manager |
| Directorate: | Governance |
| Service Unit: | Transport and Compliance |
| Reports to: | Manager Transport and Compliance |
| Direct reports: | Up to 5 Direct Reports |
| Salary point: | SP16 |
| Work location: | City Administration Centre, 12 Stewart Avenue, Newcastle West |
| Date revised: | July 2021 |

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Transport and Compliance?

The Transport and Compliance Service Unit primary focus is to deliver and manage the outwardly facing services of Transport Strategy, Transport Operations and Compliance for the City of Newcastle.

We are a diverse team of staff that are moving towards a strategic and evidence-based approach to best practice transport and compliance whilst building a constructive and collaborative team culture where people enjoy coming to work and gain satisfaction from doing their job is the norm.

What's the focus of this position?

The Business and Customer Improvement Manager will be driving a continuous improvement mindset and build capability to embed methodologies and tools across all areas of Transport and Compliance using a hands-on and creative approach.

This position will take a key role in implementing initiatives to improve quality, productivity, customer (internal and external) experience while supporting and enhancing business operations.

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

What you'll be doing:

- Manage the ongoing development of a customer centric culture across the Transport and Compliance 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 Transport and Compliance, 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 processes ensuring appropriate policies and procedures are in place in relation to Transport and Compliance Service Unit.
- Develop and implement technological innovations to deliver an improved customer experience in relation to Transport and Compliance 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 Transport and Compliance Service Unit and the Service Unit Manager.
- Manage the Service Unit allocated budget aligned to strategic and operational priorities.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- 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.
- 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.

- 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 oral and written communication skills, including confidence in interacting with and reporting to all stakeholders both internal and external.

Other valuable skills you may have:

- 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.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

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| Employee Name: | |
| Employee Signature: | |
| Date: | |