**Position Description**

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| **Position title:** | Business Operations Team Leader |
| **Work location:** | City Administration Centre - 12 Stewart Avenue, Newcastle West |
| **Directorate:** | Planning and Environment |
| **Reports to:** | Business Operations Section Manager |
| **Direct reports:** | Approx. 7 |
| **Salary Point:** | SP12 |
| **Decision making:** | Level 5 Management Hierarchy  |
| **Date revised:** | March 2024 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Business Operations & Customer Excellence Unit is part of Planning & Environment Directorate and this role reports to the Business Operations Section Manager.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive 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 its employees the opportunity to develop in their current role, grow into future opportunities and reach their 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 as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s it like working in Planning and Environment?**

CN has a rich heritage, being one of Australia's earliest, and now largest cities, which has transitioned from its industrial beginnings into a dynamic, modern economy.

Significant and direct community and stakeholder engagement is delivered by the Planning and Environment (P&E) Directorate, through land use planning, development assessment, environment and sustainability, transport, and regulatory functions.

The P&E Directorate includes four key units, being:

* Planning and Development,
* Transport and Regulation,
* Environment and Sustainability,
* Business Operations and Customer Excellence.

Working within P&E is an opportunity to contribute significantly to the development and planning of the city, the protection of our environment and the sustainability of the city.

As part of the P&E Directorate, you will be part of the Business Operations & Customer Excellence team and will form an integral part of providing a customer centric approach to our community and be part of a professional, dedicated, and passionate team that supports professional development opportunities.

**What’s the focus of this position?**

The Business Operations Team Leader is responsible for leading, coaching, and motivating a team of Business Operations Officers to deliver a diverse range of services across the Planning and Environment Directorate. The role involves jointly managing the team's day-to-day operations, allocating workloads, handling operational requests efficiently and ensuring adherence with legislative and policy requirements. With a focus on customer excellence, optimised performance, staff training and development, the Business Operations Team Leader plays a key role in ensuring high-quality customer service delivery. The diverse range of services requires an ability to build and maintain collaborative working relationships with both internal and external stakeholders, implement practices to ensure business continuity as well as support a continuous process improvement culture.

**What you will be doing:**

* Lead, coach and motivate a team of Business Operations Officers to ensure the delivery of an extensive and diverse range of services within the Planning & Environment Directorate, while working within legislative and policy parameters ensuring service standards and performance objectives are achieved.
* Manage the day to day operations of the team, including workload allocations and dealing with operational requests as required.
* With effective training plans, develop team members through coaching, feedback, and recognition, to deliver productive, high quality customer service.
* Empower the Business Operations Officers to take responsibility for their performance and productivity across the Business Operations functions and encourage them to achieve both individually and as part of the team.
* Identify training needs and address knowledge gaps within the team through the facilitation of training and sourcing training opportunities for team members.
* Develop and maintain open and collaborative relationships with other departments and key stakeholders across CN to deliver positive customer experience outcomes and improvements.
* Maintain sound knowledge and skills in all relevant corporate systems and provide training and support to the team, particularly when changes occur, to ensure continuity of quality service delivery.
* Understand, interpret and implement appropriate corporate and Directorate strategies and continually seek and explore improvements in systems and processes to achieve enhanced customer service delivery.
* Deliver and role model quality customer service and project a positive image of CN in a professional and courteous manner.
* Prepare and collate correspondence and reports, including recommendations, to a high standard and monitor all correspondence to ensure accuracy and compliance.
* Provide project support to P&E team members to assist in project delivery, including preparing presentations, correspondence, reports and otherwise.
* Assist and participate in organisational change strategies, service delivery and policy reform and engage with, and contribute to, the implementation of service improvement initiatives.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Diploma level or above in a relevant qualification and/or extensive experience in leading teams in a high volume business services environment.
* Demonstrated experience, and proven ability, to coach and train staff for high performance, with a strong commitment to professional development for self and others.
* Experience with people management including, but not limited to, creating performance development plans and leading a performance management process and conversation.
* Demonstrated ability to motivate staff members and foster effective team relationships and a positive workplace culture.
* Advanced customer service skills with experience handling complex issues.
* Proven ability to exercise sound judgement together with a high degree of problem solving, initiative and confidentiality that satisfies legislative and policy requirements.
* High level organisational skills, adaptability and resilience, including the ability to manage change, prioritise tasks and achieve KPIs in a fast paced, dynamic environment.
* Excellent interpersonal skills including a proven ability to establish and maintain collaborative working relationships with customers, key stakeholders, and staff at all levels.
* Excellent oral and written communication skills including experience in writing procedures, correspondence, and delivering presentations and facilitation of training for different audiences.
* Proven ability to use a wide range of technological systems and adapt to new technological platforms ensuring integration into daily work processes
* Strong personal commitment to providing high quality service to customers, a role model for customer centricity and a champion for customer issues/pain points.

**Other valuable skills you may have:**

* Demonstrated ability to interpret statistics and apply business principles.
* Knowledge and / or experience in process improvement and change management methodologies.
* Knowledge and expertise in the interpretation of relevant legislation and government regulations, including but not limited to the Local Government Act 1993, Environmental Planning & Assessment Act 1979 and Roads Act 1993.
* Understanding of the local government context and an awareness of services provided by CN to the community.

**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:** |  |