CLARENCE VALLEY COUNCIL

Position Description
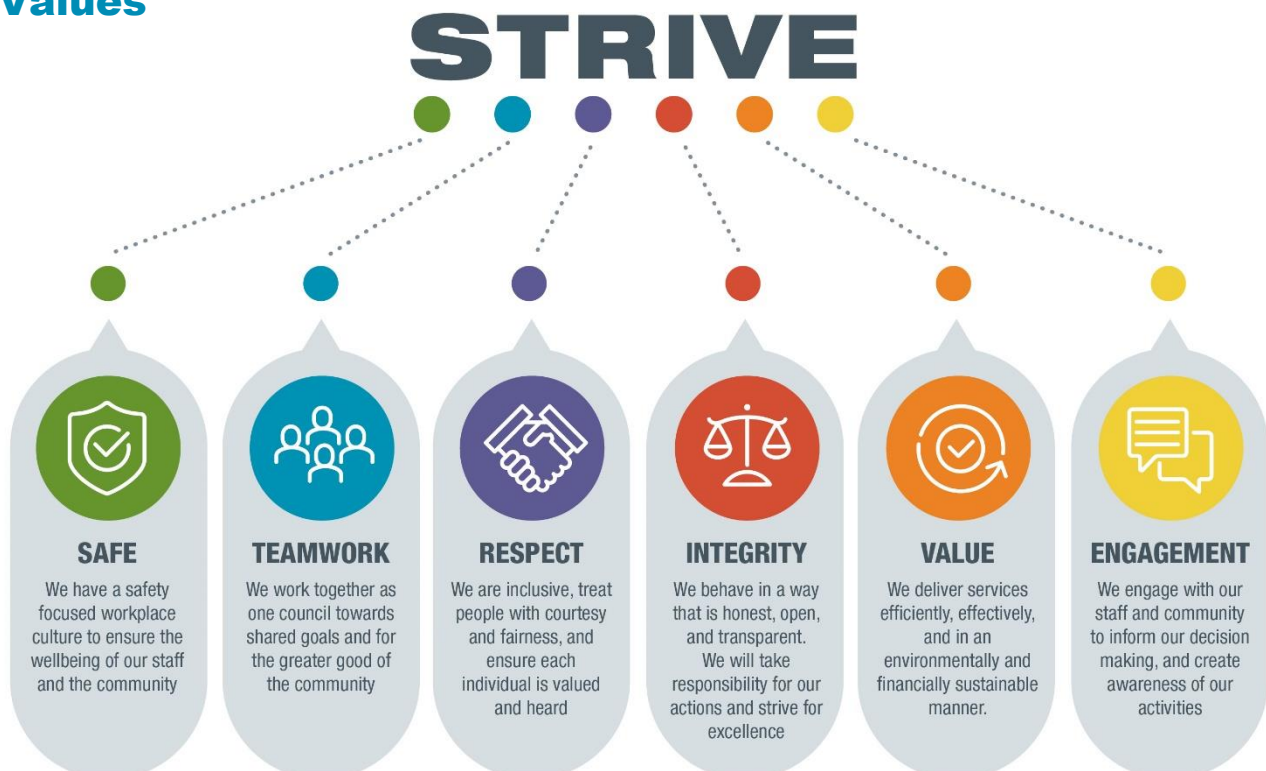
Coordinator Corporate Systems

Directorate	Corporate & Community
Location	Grafton
Classification/Grade/Band	Grade 16
Position Code	
Date position description approved	13 March 2024

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values

STRIVE

SAFE
We have a safety focused workplace culture to ensure the wellbeing of our staff and the community

TEAMWORK
We work together as one council towards shared goals and for the greater good of the community

RESPECT
We are inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard

INTEGRITY
We behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence

VALUE
We deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

ENGAGEMENT
We engage with our staff and community to inform our decision making, and create awareness of our activities

Primary purpose of the position

The Coordinator Corporate Systems is responsible for the maintenance, upgrade and continual improvement of Council's primary Technology One corporate system platform and leading a team to deliver system solutions that improve efficiency and are user friendly in their application.

Key accountabilities

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

- Plan, execute, and manage the upgrade and integration of new Technology One system modules in accordance with Council's strategic plan for Corporate System upgrade.
- Collaborate with the Coordinator Information Technology to deliver integration of corporate systems with IT software used by the organisation to ensure seamless user-friendly business solutions.
- Identify and implement, and consider key user group recommendations for, system improvements that increase administrative process efficiency and effectiveness and communicate those improvements to user groups.
- Liaise with vendors and consultants and act on opportunities to improve the effectiveness of Council's corporate system modules.
- Allocate resources and collaborate with the Coordinator Information Technology to oversee and determine timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Simplify the user experience of corporate systems through design, to improve the IT proficiency of staff, provide access to real time data and replace manual workload.
- Coordinate the provision of real time business analytics that inform business decisions and support organisational KPIs.
- Manage corporate system access whilst ensuring system security, data integrity, completeness and accuracy.

Key challenges

- Maintaining currency of knowledge about an ever-changing complex corporate system environment.
- Applying innovative solutions to corporate system upgrades and improvement will require a resourceful coordinator who has built strong relationships with vendors and consultants.
- Managing the continual upgrade of a highly integrated multi-modular corporate system solution with ever changing module and platform developments will require an officer with advanced project management skills who can manage complex projects with many stakeholders and integration touch points.

Key internal relationships

Who	Why
Manager Finance & Systems	Advice on progress with key projects to ensure appropriate management of associated risks.
Managers and Coordinators	Participate and communicate with colleagues in organisation wide activities that seek to strengthen consistency of messaging across, and by, middle management. Deliver corporate system improvements that reduce manual administration and deliver real time data information that informs business decisions.
Coordinator Information & Technology	Collaborate to deliver Corporate System and IT improvements that meet business needs.
Corporate System Team	Lead, advise, supervise and develop staff within the team ensuring a collaborative environment of resource sharing and continual development.

Key external relationships

Who	Why
Information technology vendors and consultants and other councils.	Engage in contractual arrangements. Collaborate and seek solutions.

Key dimensions

Decision making

The position is responsible for making decisions in relation to the day to day operations of the unit.

Reports to	Manager Finance & Systems
Direct reports	6 direct reports: Finance Analyst Business Analyst
Indirect reports	

Essential requirements

Tertiary qualifications in information technology, computer science or a similarly related field, experience in the delivery of local government corporate systems and a Drivers Licence.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	**Adept**
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Adept
Results	**Plan and Prioritise**	**Adept**
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	**Adept**
	Procurement and Contracts	Adept
Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	**Adept**

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Behavioural Indicators**
Personal Attributes Display Resilience and Adaptability	Adept	- Is flexible, showing initiative and responding quickly to change - Accepts changed priorities and decisions and works to make the most of them - Gives frank and honest feedback / advice - Listens when challenged and seeks to understand criticisms before responding - Raises and works through challenging issues and seeks alternatives - Stays calm and acts constructively under pressure and in difficult situations
Relationships Work Collaboratively	Adept	- Contributes to a culture of respect and understanding in the organisation - Creates an atmosphere of trust and mutual respect within the team - Builds cooperation and overcomes barriers to sharing across teams/units - Relates well to people at all levels and develops respectful working relationships across the organisation - Identifies opportunities to work together with other teams/units - Acts as a resource for other teams/units on complex or technical matters

Local Government Capability Framework		
Capability Group	**Capability Name**	**Behavioural Indicators**
Results Plan and Prioritise	Adept	• Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Workforce Leadership Lead and Manage Change	Adept	• Promotes change initiatives, explaining the purpose and benefits and the implications for the team • Contributes to efforts to involve staff and stakeholders at various stages of the project • Provides clear guidance, coaching and support through change processes • Contributes to efforts to align organisational structures, systems, processes and culture to changes