



## POSITION DESCRIPTION

<b>Position Title</b>	<b>Digital Officer</b>	
<b>Directorate</b>	Corporate	
<b>Service</b>	Customer Experience and Service Transformation	
<b>Responsible to</b>	Manager Customer Experience and Innovation	
<b>Position Supervises</b>	Direct: N/A Indirect: N/A	
<b>Position No.</b>	IW1457	
<b>Status</b>	Permanent full time	
<b>Hours</b>	Based on a 35-hour week	
<b>Salary Point</b>	36 to 45	<b>Band/Level:</b> 2/2
<b>Allowances</b>	As applicable to the position	
<b>Motor Vehicle</b>	N/A	
<b>Pre-employment checks</b> <b>Legislative requirements</b>	Working with Children Check X Police Check Other: _____	
<b>Date reviewed:</b> October 2023		<b>Reviewed by:</b> Senior Manager, Customer Experience and Service Transformation



## **POSITION PURPOSE**

As a Digital Officer within the Service Transformation Team, provide support in the development and implementation of digital improvement strategies, programs, initiatives and tools as outlined in Council's Operational and Strategic Plans.

The Digital Officer will contribute to the development of a change culture, organisational capability and facilitating partnerships and communities of practice across Council.

## **SELECTION CRITERIA**

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. We are here to be of service to the community and make Inner West a great place to be. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

### **Essential Criteria**

1. Formal qualifications or relevant experience in digital technologies and capabilities
2. Experience in data collection and analysis, requirements gathering and evaluation
3. Experience assisting with the delivery of digital change initiatives and projects with a commitment to quality
4. Excellent computer literacy skills with an ability to produce and create documents
5. Excellent verbal and written communication skills, capable of communicating with a range of stakeholders at all levels
6. Demonstrated commitment to continuous learning principles, equal employment opportunities, risk management, work health and safety, quality customer service, and ethical practice principles
7. Behaviour that positively demonstrates Council's Values

### **Desirable Criteria:**

1. Local Government experience, ideally in a similar role
2. Proficiency in using the Microsoft Power Platform, including Power BI and Power Apps
3. Current NSW Class C Driver's Licence

## **KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:**

### *Digital Transformation Program Support*

- Contribute to the development of strategies, initiatives and tools for organisational transformation in the digital space
- Provide administrative support to digital transformation projects and initiatives including preparing reports, scheduling meetings and coordinating communications with stakeholders
- Research digital innovation utilising better practices and emerging technologies for potential application across IWC in the areas of service improvement, assurance and reporting
- Collect data from a variety of sources and use data analysis tools and software to identify trends
- Assist with the development of education and change programs to support digital transformation
- Contribute to building organisational talent and capability in digital innovation and improvement
- Work in collaboration with all stakeholders
- Assist in building strong technical skills along with the adoption and practice across Council
- Keep up to date with current developments in the field/industry.



### *Financial Management*

- Assist with the procurement of goods and services in accordance with Legislation and Council policies

### *Leadership and Service Management*

- Support monitoring achievement of outcomes and projects, ensuring services delivered meet the Community Strategic Plan, management plans and service agreement requirements
- Facilitate and assist with the development and implementation, review and maintenance of systems and procedures
- Ensure the Customer Experience Manager is informed of any issue which may affect staff, the community and/or service delivery

### *Staff Management*

- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas

*Whilst this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).*

### **KEY RELATIONSHIPS:**

**Internal:** Service Transformation, Customer Service, Executive Leadership Team, Senior Managers, Internal Service Partners, Communications, Community Engagement, Procurement and ICT

**External:** IWC residents and customers, Relevant National/Local Government networks, External service partners/contractors.

## **WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SPECIALIST/MAJOR PROJECT RESPONSIBILITIES**

Specialist/Major project-based employees have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees operating within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

<b>Responsibilities</b>	<b>Performance Measures</b>
<ul style="list-style-type: none"><li>• Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements</li></ul>	<ul style="list-style-type: none"><li>• Evidence of promotion of, and conformance with, Council policies and procedures</li></ul>



<ul style="list-style-type: none"> <li>Ensuring regular monitoring of Health and Safety performance in the area of their responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate.</li> <li>Analysis of accident/incident trends</li> <li>Regular team meetings</li> <li>Use of the hazard reporting process</li> </ul>
<ul style="list-style-type: none"> <li>Commitment to WH&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking accident/incident investigations</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of documented and signed accident investigation forms</li> </ul>
<ul style="list-style-type: none"> <li>Liaising with Health and Safety representatives in relation to workplace Health and Safety issues.</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings with WH&amp;S rep</li> </ul>
<ul style="list-style-type: none"> <li>Improving health and safety performance</li> </ul>	<ul style="list-style-type: none"> <li>Initiating action based on audit, inspection results and feedback from staff</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking regular inspections to assist in the identification of hazards</li> </ul>	<ul style="list-style-type: none"> <li>Development of a schedule of inspections</li> <li>Completed inspections</li> </ul>
<ul style="list-style-type: none"> <li>Attending health and safety meetings</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed/ documented minutes</li> </ul>
<ul style="list-style-type: none"> <li>Providing new employees with Health and Safety induction training and specific job training where required</li> </ul>	<ul style="list-style-type: none"> <li>Employee inductions complete</li> <li>Evaluation of induction by employees</li> </ul>
<ul style="list-style-type: none"> <li>Facilitating rehabilitation for injured employees</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed return to work programs</li> <li>Selected duties register</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring employee awareness of Health and Safety management systems and specific workplace hazards</li> </ul>	<ul style="list-style-type: none"> <li>Regular documented meetings with staff</li> <li>Conducting random inspections to ensure that correct WH&amp;S procedures are being implemented by staff</li> </ul>
<ul style="list-style-type: none"> <li>Providing a clear definition, in writing, of all work procedures</li> </ul>	<ul style="list-style-type: none"> <li>All work instructions are documented and provided to staff with explanation.</li> </ul>
<ul style="list-style-type: none"> <li>Developing health and safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>Development of specific procedures where required</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of WHS and related legislation</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at training sessions</li> </ul>



Applicant Declaration

I, ..... have read and understood the position description for the  
Digital Officer as detailed in this document.

Signature: .....

Date:     /     /