

# Capability Officer, Customer Experience Transformation

## Position Description



**Moreland**  
City Council

**Position number:** 3753

**Classification:** Band 6

**EA:** Moreland City Council Enterprise Agreement

**Department:** Engagement & Partnerships

**Branch:** Community Engagement

**Unit:** Community Engagement & Customer Experience Transformation

**Reports to:** Program Lead, Customer Experience Transformation

**Supervises:** N/A

**Approved by:** Manager Community Engagement

### Organisational values:



### Position objectives

The role will provide key support to the Program Lead, Customer Experience Transformation. They contribute to the effective coordination and delivery of Council's Customer Experience Transformation Project, with a focus on lifting staff capability in delivering a positive customer experience that meets our Moreland Promise. The officer will be responsible for designing, developing and delivering Customer Experience competency-based training. They will be responsible for taking a project

Date Created: **August 2021**

Date Modified:

Date Approved:

Date Printed:

management approach and coordinating staff engagement with a dynamic skills enhancement program.

## Key responsibility areas

Supporting the Program Lead - Customer Experience Transformation to lead the successful development and implementation of the customer experience transformation program carry out the following key responsibility areas, as directed, to ensure a high level of service quality:

- Design, develop and evaluate mandatory modular Customer Experience Training packages for all Moreland employees.
- Develop detailed plans to ensure Customer Experience training covers all stages of employment at Moreland – existing employees and induction.
- Coordinate and facilitate timely delivery of Customer Experience Training across Council using multiple mediums.
- Generate reporting to drive participation and completion of the Customer Experience training across the organisation.
- Contribute to coordination of timely delivery of the program schedule and effectively maintain complete and accurately record business activities.
- As directed by the program manager prepare reports, briefings, presentations on the program when required.
- Contribute to the management of project budgets, including ongoing monitoring and reporting on expenditure. Contribute to the program planning for and implementation of staff communications and engagement.
- Assist the Program Lead to manage project procurement processes and associated contracts in accordance with corporate processes and systems.

## Employee competencies and accountabilities

### Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

### Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

### **Other duties:**

- Required to undertake other duties to support the program's goals and objectives as directed within the skills and capabilities of a position at this level.

## **Organisational relationships**

Internal Relationships	<p>Work across the organisation at all levels with specific relationships being:</p> <ul style="list-style-type: none"> <li>• Program Manager Customer Experience Transformation</li> <li>• Project Officer Customer Experience Transformation</li> <li>• Learning &amp; Development Teams</li> <li>• Internal and External Communication Teams</li> <li>• Change Plan Advisor</li> <li>• External Consultant</li> <li>• Coordination and collaboration with Stakeholder and communications teams, virtual team members and various specialist consultants.</li> <li>• Relevant staff within the Engagement and Partnerships Directorate and across all areas of the organisation</li> </ul>
External Relationships	<p>The Moreland community, including residents, rate-payers, businesses, participants, workers, students, visitors, government authorities, contractors and suppliers.</p>

## **Job characteristics relevant to the position**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

### **1. Accountability and Extent of Authority:**

- Accountable for the provision and promotion of a high standard of quality in service provision and maintaining confidentiality of information and advice.
- Freedom to act is prescribed by the Program Lead, Customer Experience Transformation and is governed by Council's policies, procedures and clear objectives. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by Program Lead, Customer Experience Transformation and/or a more senior employee is usually available.
- Assist in achieving a program delivered on time and within budget including the ongoing delivery strategy to be developed by 30 June 2022.
- Monitor the implementation of project plans and provide up to date information on the status of projects.

- Represent Council, as directed, in relation to relevant project work undertaken by this position in internal and external forums within the scope of the position.
- Preparation of reports, correspondence and other documents, seeking direction or approval when necessary from more senior positions e.g. Program Lead, Branch Manager, Director, and Council etc.
- Accountable for the accuracy and consistency in providing specialist advice and reporting of actions.
- Contribute to development of customer service standards and quality assurance standards, including policies, procedures and guidance.

## **2. Judgement and Decision Making:**

- The nature of work is specialised with methods, procedures and processes developed from theory and/or precedent and may involve improving and/or developing these methods and techniques based on previous experience.
- Judgement and decision-making is required to resolve problems through the application of known techniques to new situations.
- Ability to make decisions which may involve problem-solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Ability to accurately judge issues to be escalated to management.
- Ability to apply discretion in decision making to ensure effective delivery of outputs.
- High level judgement is required in making decisions and recommendations on culture change and project/program management.
- Guidance and advice are usually available.

## **3. Specialist Knowledge and Skills:**

- Knowledge of current Learning and Development methodologies, practices and policies, including adult learning principles and the ability to apply these as required.
- Ability to identify organisational learning and development needs regarding customer experience transformation.
- Demonstrated skills in design, delivery, facilitation and evaluation of training including knowledge of e-learning content creation tools.
- Political acumen
- Strong facilitation and presentation skills
- Understanding of customer experience transformation, change management and people engagement practices.
- Familiarity with relevant budgeting techniques in maintaining accounts, purchasing and administrative procedures.
- A high level of computer literacy (i.e. Microsoft Office suite of applications and document management systems (e.g. Content Manager). An understanding of the long-term goals of the Community Engagement branch, and of the relevant policies of both the unit and the wider organisation.

## **4. Management skills:**

- Ability to manage time, set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work both independently and within a team
- Ability to work with a high level of initiative adopting a flexible, adaptable approach to work, to meet changing demand and service delivery needs
- Strong administrative and organisation skills with attention to detail.

## 5. Interpersonal Skills:

- Advanced oral and written communication skills with the ability to explain and present complex ideas and build capability to audiences at all levels.
- Highly developed interpersonal skills with the ability to demonstrate empathy with employee challenges, pain points, desires, expectations and needs.
- Highly developed teamwork skills, with the ability to connect and liaise with colleagues in other functions of the organisation to work together toward common goals and resolve intra-organisational problems.
- Ability to gain co-operation with key stakeholders across a broad spectrum of matters internally and externally and in reaching positive and/or effective resolutions and project outcomes.
- Ability to liaise with counterparts in other organisations to discuss specialist matters.
- Positive and flexible disposition with a solutions-based approach to challenges.

## 6. Qualifications and Experience:

- Completion of a degree or diploma course in, Learning and Development or related field with relevant work experience or demonstrated equivalent competencies gained through lesser qualifications and substantial relevant experience in these fields.
- Experience in design, delivery and evaluation of training programs.
- Experience with e-learning content creation tools.
- Have understanding and competent in the use of Learning Management Systems.
- Understanding of customer experience transformation, change management and adult learning practices.

## 7. Physical Requirements of the position

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	( )	( )	(x)
-below 10kgs	( )	( )	( )	(x)
Manual handling frequency	( )	( )	( )	(x)
Repetitive manual work	( )	( )	( )	(x)
Repetitive bending/twisting	( )	( )	( )	(x)
Working with arms above head	( )	( )	( )	(x)
Lifting above shoulder height	( )	( )	( )	(x)
Using hand tools – vibration/powered	( )	( )	( )	(x)
Operating precision machinery	( )	( )	( )	(x)
Close inspection work	( )	( )	( )	(x)
Wearing hearing protection	( )	( )	( )	(x)
Wearing eye protection	( )	( )	( )	(x)
Working in dusty conditions	( )	( )	( )	(x)
Working in wet/slippy conditions	( )	( )	( )	(x)
Wearing Gumboots	( )	( )	( )	(x)
Wearing safety shoes/boots (steel cap)	( )	( )	( )	(x)

Working with chemicals/solvents/detergents	( )	( )	( )	(x)
Washing hands with soap (hygiene)	( )	( )	( )	(x)
Working at heights	( )	( )	( )	(x)
Working in confined spaces	( )	( )	( )	(x)
Working in chillers (+4 degrees C)	( )	( )	( )	(x)
Performing clerical duties	( )	( )	( )	(x)
Working on a keyboard	( )	(x)	( )	( )
Driving cars and/or trucks	( )	( )	( )	(x)
Other (please specify)	( )	( )	( )	(x)

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## 8. Key Selection Criteria

- Completion of a degree or diploma course in Adult Learning, Development and Facilitation or through lesser formal qualifications with substantial relevant experience in these related fields.
- Demonstrated skills in design, delivery and evaluation of training programs.
- Experience in design, delivery and evaluation of training programs.
- Experience with e-learning content creation tools.
- Have understanding and competent in the use of Learning Management Systems.
- Understanding of customer experience transformation, change management and adult learning practices.
- Strong facilitation and presentation skills
- Ability to manage multiple tasks daily and achieve objectives within set priorities and timeframes.
- Excellent attention to detail.
- Understanding of customer experience transformation, change management and adult learning practices.
- Strong interpersonal and communication skills including ability to gain cooperation from people for better project outcomes.