**POSITION DESCRIPTION**



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| **POSITION TITLE:** | Project Officer, Customer Experience Transformation  |
| **POSITION NO:** | 3649 |
| **CLASSIFICATION:** | Band 6 (0.55FTE) – fixed term |
| **AWARD / LWAA:** | Moreland City Council Enterprise Agreement 2018 |
| **DEPARTMENT:** | Engagement & Partnerships |
| **BRANCH:** | Community Engagement |
| **WORK UNIT:** | Community Engagement & Public Participation |
| **REPORTS TO:** | Program Lead, Customer Experience Transformation |
| **SUPERVISES:** | NIL |
| **PREPARED BY:** | Manager Community Engagement |
| **APPROVED BY:** | Director Engagement and Partnerships |



*As an employee of Moreland City Council, you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

1. **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 project management, internal and external stakeholder management, contract management, and coordinating the program’s communications and engagement activities. The officer will provide important assistance in the administration of the program, ensuring quality outcomes by the project team are achieved and that documented records are kept.

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| **Value** | **Statement** |
| Untitled-1_Page_1.png | We acknowledge our main purpose is to work with our Community and customers |
| Untitled-1_Page_2.png | I will support and value others |
| Untitled-1_Page_3.png | I take pride in my work and am responsible for doing it well |
| Untitled-1_Page_4.png | I will do what I say |
| Untitled-1_Page_5.png | We will work within and across the organisation to achieve community outcomes |

1. **KEY RESPONSIBILITY AREAS:**

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

* 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 stakeholder and community communications and engagement.
* Coordinate the administration, communication and engagement activities for the project as well as liaising with relevant internal and external stakeholders. Including, coordinate the communications and engagement working group to deliver the program change and engagement objectives and to keep the group aware of what’s happening, providing outreach and support.
* Manage project procurement processes and associated contracts in accordance with corporate processes and systems.
* 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.
* Other duties to support the program’s goals and objectives as directed within the skills and capabilities of a position at this level.

**Continuous Improvement**

* Implement and maintain Continuous Improvement System standards and procedures.
* Contribute to continuous improvement, including improved project processes

Environmental Sustainability

* Incorporate Council’s environmental sustainability objectives and targets into projects and programs.
* Promote and participate in a culture of environmental sustainability.

**Occupational Health & Safety**

* Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
* Demonstrate effective leadership on OHS matters

Diversity & Equity

* Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

**Other duties**

* Required to undertake other duties as directed.
1. **ORGANISATIONAL RELATIONSHIP:**

**Internal Liaison:**

Work across the organisation at all levels with specific relationships being:

* Program Manager Customer Experience Transformation
* Internal and External Communication Teams
* Change Plan Advisor
* External Consultant
* Coordination and collaboration with Stakeholder and communications teams, virtual team members and various specialist consultants.
* Relevant staff within the Engagement and Partnerships Directorate and across all areas of the organisation.

**External Liaison:**

The Moreland community, including residents, rate-payers, businesses, participants, workers, students, visitors, government authorities, contractors and suppliers.

**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 a more senior position and is governed by clear objectives and/or budgets. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by a more senior employee is usually available.
* Assist in achieving a program delivered on time and within budget by 30 June 2021 and a new program plan be developed for the next program stage post 30 June 2021.
* Formal reporting and document management in accordance with Council standards.
* 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 and signing of advice, correspondence and other documents, seeking direction or approval when necessary from more senior positions e.g. Program Manager, Manager, Director, and Council etc.
* Accountable for the accuracy and consistency in advice and reporting of actions.
* Contribute to development of customer service standards and quality assurance standards, including policies, procedures and guidance.
1. **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 though 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.
1. **SPECIALIST KNOWLEDGE AND SKILLS:**
* Demonstrated understanding of best practice and contemporary customer experience approaches, change management and engagement activities.
* An understanding of the long term goals of the functional unit, and of the relevant policies of both the unit and the wider organisation.
* Political acumen and ability to notify and escalate issues as they arise.
* Professional experience in the clear and structured presentation and facilitation of information and concepts.
* Proven project and stakeholder management skills and experience in a project with complex stakeholders to ensure delivery of outcomes within budget and agreed time frames.
* 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. TRIM/HPE RM).
1. **MANAGEMENT SKILLS:**
* A high level of initiative and independence and the ability to manage your time, set priorities, plan and organise your own work to achieve specific and set objectives, sometimes with limited direction and within tight timeframes.
* Ability to work well with others, adjust priorities and to manage competing priorities for the benefit of the team.
* Ability to adopt a flexible, adaptable approach to work, to meet changing demand and service delivery needs in the most efficient way possible within the resources available.
1. **INTERPERSONAL SKILLS:**
* Highly developed written and verbal communication skills with the ability to prepare and deliver materials of a consistently high level to internal and external stakeholders.
* Ability to facilitate and maintain relationships and gain the co-operation and assistance of Council management, staff, groups of people and stakeholders.
* Excellent customer service, community liaison skills.
* Ability to liaise with counterparts in other organisations to discuss specialist matters, and to liaise with other employees in other functions within the organisation to resolve intra-organisational problems.
* Positive and flexible disposition with a solutions based approach to challenges.
1. **QUALIFICATIONS AND EXPERIENCE:**
* Completion of a degree or diploma course in, communications, project management, community engagement or related field with relevant work experience or demonstrated equivalent competencies gained through experience in these fields.
* Understanding of customer experience transformation, change management and people engagement practices.
* Demonstrated knowledge and ability in project management methodologies and templates.
* Demonstrated knowledge and ability in maintaining accounts, purchasing and administrative procedures.
1. **PHYSICAL REQUIREMENTS OF THE POSITION**

**TASK** **ANALYSIS**

During 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.

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| **Condition/Activity** | Constant | Frequent | **Occasional** | **N/A** |
|  |  |  |  |  |
| Manual handling weights -above 10kgs -below 10kgs | ( )( ) | ( )( ) | ( )( ) | (x)(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/slippery 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) |

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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1. **KEY SELECTION CRITERIA**
2. Completion of a degree or diploma course in, communications, project management, community engagement or related field or through lesser formal qualifications with relevant work experience in these related fields.
3. Understanding of customer experience transformation, change management and people engagement practices.
4. Ability to manage time, set priorities, plan and organise one’s own work despite competing demands to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
5. Demonstrated strong project and stakeholder management skills and experience, including supporting the delivery of large scale complex projects on time and to budget.
6. Strong interpersonal and communication skills including ability to gain cooperation from people for better project outcomes.