

**Position Description**

Name Vacant

Position Title Corporate Planning Officer (Part-time)
(21 hours/week)

Division Corporate Services

Grade Range 27 - 34

Position Title of Supervisor Governance & Corporate Planning Coordinator

Positions which report to this position Nil

Prepared September 2013

Signed _____ **Date** _____

Signed by Supervisor _____

Woollahra Council

Our Organisation

Woollahra Council is a customer service organisation that provides services and facilities to a community of more than 55,000 people. The measurement of our success and our reputation depends on good customer service – from everyone.

Our Objective

Our Delivery Program/Operational Program guides the work we do. This Delivery Program is reviewed every 4 years and the Operational Plan is reviewed annually. The Operational Plan changes as a result of feedback from staff, managers, our community and elected representatives.

It helps keep us on target

Our Values

Woollahra Council values:

- Respect for people
- Integrity and excellent performance
- Professional quality service
- Open, accountable communication

By defining and communicating our values we will:

- Be consistent in our customer service delivery
- Have a shared agreement about our behaviour with each other and with our customers
- Build on loyalty, trust and our reputation
- Recruit the right people into our organisation
- Promote, recognise and reward people who demonstrate these values

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

We ask that all employees demonstrate these values in the work they do and in the way they do it. What we do is important. How we deliver our service is even more important!

Section A Principal Accountability

To participate in the operation and administration of Council's corporate planning and reporting functions.

Objectives

- Integrated and transparent Corporate Planning & Reporting.
- Ensure timely reporting of Council's Corporate Planning Framework as required by legislation.

Performance Indicators

- Accuracy, timeliness.
- Statutory compliance.
- Customer satisfaction.

Delivery Program and Operational Plan

This position is related to the following Community Strategic Plan Strategies.

- Strategy 11.1 - Facilitate Community led decision making that is open, honest and ethical, and benefits the broad community.
- Strategy 11.2 - Develop and maintain effective reporting systems that enable Council to measure and report on performance.

Section B

Specific Accountabilities

Function

To support Council's corporate planning & reporting functions, consistent with the requirements of the Integrated Planning and Reporting Legislation for NSW Local Government.

Objectives

- Integrated and transparent corporate planning and reporting.

Key Tasks

- Assist with the development, implementation and review of Council's Integrated Planning Framework and Corporate Planning & Reporting functions.
- Preparation of periodic reports and reviews of performance against the Themes, Goals, Strategies, Priorities and Actions outlined in Council's Community Strategic Plan, Delivery Program and Operational Plan, as required by legislation.
- Preparation of quarterly progress reports against the established Department Service Plans to Management.
- Assist with the development and ongoing refinement of KPIs against actual performance for the whole of Council.
- Participate in relevant corporate planning professional networks, special interest groups and industry associations.
- Monitor, administer and champion the use of Council's Corporate Planning Software System (Interplan) to support the Integrated Planning & Reporting Framework.
- Other tasks as directed by the Governance & Corporate Planning Coordinator and/or Director Corporate Services.

Performance Indicators

- Compliance with legislative requirements.
- Engagement of key internal stakeholders.
- Timely & accurate reporting.

Section C

Corporate Accountabilities

Customer Service

Function

- To provide prompt, accurate, courteous and helpful customer service to clients of Council.

Objectives

- Customers are provided with a superior level of service and are left with a positive image of Council.

Performance Indicators

- Number of substantiated complaints of poor service and appropriateness of action taken.
- Community feedback.
- Customer feedback.

Risk Management

Function

- To implement Council's Risk Management Policy and related laws, regulations and guidelines.

Objectives

Optimise the allocation of resources in risk prevention activities so as to:

- Minimise the incidence of personal injury and ill health to employees and members of the public.
- Minimise the incidence of damage to equipment and facilities.
- Minimise the financial and operational risks and losses to the Council and the public.
- Minimise the resources spent in reaction to losses.

Performance Indicators

- Participation in risk prevention activities.
- Outcome of risk audits.
- Number and type of claims.
- Financial losses.

Personal Behaviour and Effectiveness**Objective**

- To ensure that personal behaviour is consistent with the adopted values of Council.

Performance Indicators

- Customer Focus.
- Respect for others.
- Teamwork.
- Taking the Initiative.
- Attendance, Punctuality and Availability.
- Approach to Work.
- Adaptability to Change.
- Willingness to Learn.
- Minimising Risk.
- Ethical conduct.

Human Resources**Function**

- To identify training needs and attend training.
- To contribute to a culture of continuous improvement.
- To practice EEO Principles.

Objectives

- A satisfying, non-discriminatory work environment.
- A high performing, motivated team.

Performance Indicators

- Performance agreements and performance reviews.
- Productivity gains.
- Disciplinary and counselling cases.
- Team feedback.

Records Management**Function**

- Create, register and keep full and accurate records of activities or evidence of activities as required by the State Records Act 1998 (noting that this includes business correspondence, e-mails, photographs, audio recordings, file notes and faxes).
- Comply with Council's Records Management Policy and procedures.
- Manage records using Council's official Record Keeping System/Business Systems.
- Maintain security of private and confidential information held by Council unless authorised to release the information.

Objectives

- To ensure all records are accurate and appropriately registered in Council's official Record Keeping System/Business Systems.
- To ensure that all records are easily identifiable and recorded in official Record Keeping System/Business Systems.
- To ensure private and confidential information is not released without appropriate authorisation.

Performance Indicators

- All records are accurately recorded in official Record Keeping System/Business Systems.
- All records are easily identifiable.
- Maintenance of private and confidential information.

Section D

Key Selection Criteria

Essential Criteria

- Tertiary qualifications in business, governance, corporate planning and/or extensive job-related experience.
- Understanding of the Integrated Planning & Reporting framework and reporting requirements as it applies to NSW Local Government.
- Demonstrated ability to interpret performance data, prepare reports and complex documents for a range of audiences.
- Demonstrated commitment to quality customer service.
- Sound working knowledge of computer software applications, in particular work processing and PDF editing (including Microsoft Office Suite and Adobe).
- Demonstrated excellent written, oral and interpersonal communication and administrative skills.
- Recognised accuracy, attention to detail and methodical checking.
- Demonstrated ability to work as part of a team, set priorities and organise your own work to ensure all deadlines are met.
- A team player who is willing to assist with the achievement of Divisional outputs and outcomes.
- High level skills in problem solving, research and analysis.
- Ability to demonstrate a commitment to Council's corporate values.
- Demonstrated understanding and commitment to Work, Health & Safety (WHS) and Equal Employment Opportunity (EEO) principles.

Desirable Criteria

- Experience with corporate performance software / database application (e.g. Interplan).
- Experience in NSW Local Government.