

Job Description – Service Planning & Improvement Partner

Position Details			
Title	Service Planning & Improvement Partner	Position #	S12552
Grade	11	Band/Level	B3 / L2
Directorate	City Performance	Department	Customer & Community Services
Team	Corporate Performance & Reporting	Location	Nowra Administration Building
Status/Type	Temporary, full-time	Hours	35hpw
Reports to	Business Improvement Lead	Supervisor Position #	S12218
# of Direct Reports	0	# of Indirect Reports	0
Applicable Allowances	N/A	Vehicle - Operational or Leaseback (discretionary benefit)	N/A

Primary Purpose of the Position

The position plays a key role in delivering the Service Planning & Improvement project to drive organisational performance, by:

- Assisting to develop and implement the organisation-wide improvement project and change management.
- Delivering improvement project activities across the organisation, with an understanding of the diversity and cross-functionality of services provided by Council.
- Building capability of service managers and teams to lead planning, improvement and delivery of services that achieve value in line with community priorities.
- Working with teams to strengthen alignment between service planning and organisational strategy, to deliver value in line with community priorities.
- Developing and embedding consistent approaches, tools and frameworks for service improvement and planning across the organisation.

Selection Criteria

Essential Qualifications, Licences and Experience

- Tertiary qualification in business improvement-related field such as business, management, public administration, corporate planning or other relevant discipline; and/or extensive experience implementing service planning, change management, business improvement or relevant area.
- Experience delivering service and/or organisation improvement projects and managing change in a complex operational environment demanding clear strategic alignment.
- Demonstrated ability with coaching and mentoring that is relevant for building the capacity of managers and teams to lead service planning, improvement and change initiatives.
- Understanding of how to strengthen the alignment between service delivery and organisational strategy and demonstrated ability to communicate the value services deliver for community.
- Highly developed interpersonal and communication skills, including the ability to effectively adapt communication, strengthen engagement and build collaboration with and between staff across all organisational levels, roles and technical/operational areas.
- Experience designing, planning, delivering and documenting engagement and/or training sessions, with an understanding of adapting communication and training to suit group needs.
- Strong work ethic with the ability to work under pressure, set priorities, plan, organise workloads and investigate and solve problems with minimal supervision and good attention to detail.
- Demonstrated critical thinking and analytical ability to deal with complex information, understand a diverse range of activities and identify priority issues.
- Proof of Australian residency or citizenship, or authority to work in Australia (visa).
- Current unrestricted Class C Driver Licence (or equivalent).

Desirable Criteria

- An understanding of the local government environment, especially related to the diversity and cross-functionality of local government operations and contemporary operating environment.
- Experience guiding others to actively seek workplace improvement solutions and use data-informed and continuous improvement approaches.
- Experience with business analysis, workflow or business process mapping, identifying business needs and system solutions.
- Experience working in multidisciplinary teams to contribute to organisational change and process improvement activities.
- Experience managing stakeholder relationships.

Principal Duties and Responsibilities

Role Specific Duties and Responsibilities

- Assisting to develop and implement the organisation-wide improvement and change management related to the Service Planning & Improvement project, including by:
 - Delivering Service Planning & Improvement project activities across the organisation's diverse and cross-functional services.
 - Collaborating on the development of organisational frameworks and processes that support teams to plan and deliver services that achieve value in line with community priorities.
 - Developing and embedding consistent approaches, tools and frameworks for service improvement and planning across the organisation.

- Fostering a culture of ownership, accountability and continuous learning across service areas, as part of embedding effective planning and improvement practices in the organisation.
- Build capability of service managers and teams to lead planning, improvement and delivery of services that achieve value in line with community priorities, through delivering Service Planning & Improvement project activities including:
 - Designing and delivering coaching and support to build capability by strengthening the skills, knowledge and confidence of service managers and teams.
 - Working with service managers and teams to strengthen how they align service planning with organisational strategy, with a focus on delivering value in line with community priorities.
 - Supporting teams to understand and use organisational frameworks, processes and tools, and to understand and use performance data, customer insights and evaluation to drive evidence-based decisions and service planning.
 - Supporting teams to identify service delivery challenges and associated impacts, and develop mitigation strategies to support change and manage risk.
- Use the delivery of Service Planning & Improvement project activities to support organisational and service improvement, including by:
 - Designing, planning and delivering effective stakeholder engagement sessions, and documenting or reporting session outcomes.
 - Establishing and maintaining effective stakeholder relationships, with an understanding of impacts of change and the importance of keeping stakeholders informed.
 - Producing useable and easy-to-understand documents to support planning and decision-making, including developing plain language communications.
 - Working with teams to identify business needs and system solutions, and documenting business processes.
 - Contributing to a culture of ongoing organisational improvement.
- Ensure that all written and verbal communication provided is correct, factual, timely, customer-focused and in accordance with the relevant legislative requirements and Council procedures.
- Perform other duties from time to time as assigned by supervisor or manager.

Delegations

- The Financial Delegations of the position are:
 - Purchase order limit: \$0
 - Total expenditure control: Nil

Overall Corporate Responsibilities

- Adhere to Council plans, policies, procedures, and Code of Conduct
- Conduct oneself in accordance with Council's Core Organisational Values - **Respect, Integrity, Adaptability & Collaboration.**
- Work in alignment with the objectives identified by Council and your team.
- Exhibit positive behaviours by showing initiative, taking responsibility for own actions and disclosing issues of ethics and probity.
- Support continuous improvement by identifying improvements to processes and practices and supporting change.

- Contribute to work area planning and prioritise workloads to meet deadlines.
- Work within budget and time constraints to optimise outcomes while balancing resource requirements.
- Maintain all certificates, licences and operative training required for the position.
- Understand, adhere, and promote all Workplace Health & Safety policies and procedures.
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.
- Build rapport with internal and/or external customers; be friendly, co-operative & helpful.
- Manage records in accordance with the State Records Act & Council's Records Management Policies; ensure that all appropriate records are captured into Council's recordkeeping system efficiently and effectively.
- Demonstrate a strong customer focus which is responsive, courteous, accurate and professional.

Other Information

Award / Agreement

Local Government (State) Award

Span of Hours

6:00am to 6:00pm

Spread of Hours

Monday to Sunday

Arrangement of Hours

35 hours within one week provided that at least two days off shall be granted

Pre-Employment Requirements

WWCC Required Y/N:	<u>No</u>	Police Check Y/N:	<u>No</u>
Pre-employment medical category:	<u>Low Risk</u>	Qualification Check Y/N:	<u>No</u>

Date last reviewed:

September 2026

***This job description is to be read and interpreted in conjunction with your contract of employment. Where there is any inconsistency between this job description and your contract of employment your contract of employment will prevail to the extent of the inconsistency.*

Council, as the employer, may direct you to carry out duties that are within the limits of your skill, competence, and training and that may not be described in this job description.