

SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Coordinator Digital Transformation
Classification:	Band 7
Business Unit:	Business Systems
Reports to:	Manager Business Systems
Supervisors:	Applications Analyst System Administrator Spatial and Assets

Position Summary:

The Coordinator Digital Transformation is a senior change management role, with responsibility for improving customer experience. This position is responsible for creating and implementing the Digital Transformation Program and transforming Council's processes to embrace 'digital' and 'automation', contributing to improved business performance and customer and community outcomes.

This role organises and facilitates the work of this organisation wide Transformation Program comprising multiple projects of work. The role collaborates and liaises with a wide range of stakeholders across the organisation as a conduit for the Program and helps to implement structures, frameworks and establish processes for ensuring concise and timely reporting. Also responsible for educating others and reviewing how the program is progressing, ensuring governance is adhered too, escalating and helping to resolve issues to achieve Program objectives.

Key Responsibilities

The main function of this role is to lead 'Digital' change across the organisation ensuring that SGSC systems are being optimised and utilised to provide the greatest benefit to all stakeholders. Major responsibilities include:

- Define, lead, implement and review SGSCs Digital Transformation program to deliver on the organisation's strategic outcomes.
- As an ambassador for the Transformation Program, facilitate and engage in extensive stakeholder communication and education to help achieve program objectives.
- Provide high level support to the Executive, Senior Leadership Teams and Steering Committees on implementation of program structures for project delivery and administer the appropriate governance.

- Lead the implementation and utilisation of a range of project management tools and methodologies to successfully report progress of all programs of work.
- Identify opportunities for process improvement and implement as appropriate to ensure the effectiveness and efficiency of the Transformation Program.
- Lead service excellence through a business partnering and customer centric approach.
- Developing the culture, capacity and capability of the organisation to truly embrace digital opportunities so that digital thinking and delivery becomes fully embedded
- Defining key business challenges and needs in the digital space and provide the solutions to meeting these challenges
- Ensuring compliance to other Council policies, procedures and other Legislative requirements.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Extent of Authority

This position acts under the direction of the Manager Business Systems and has operational supervisory responsibilities.

- This position is directly accountable and responsible for the provision of timely and professional information and advice with respect to the status of the Digital Transformation Program.
- Effectively and efficiently manage the Digital Transformation Program under direction from the Manager Business Systems, in line with broad goals, policies, procedures, timeframes and budget. This could include management of project teams brought together on a short term basis.
- Responsible for ensuring that all relevant legislation, policies and statutory requirements are met and taken into consideration in making or recommending a decision or providing advice.
- Recommendations, advice and decisions may be subject to review by more senior officers.
- Manage relationships to enhance and support the delivery of program outcomes. Accountable for staff co-ordination and performance management.

Judgement and Decision Making

- Exercise independent judgment in respect to meeting the key responsibilities and duties, problems may require creativity and innovation.
- The role requires introduction and adoption of new policies, processes, methods and approaches across the organisation.
- The position requires problem solving to address complex issues, using creativity and initiative.

- This position has authority to make decisions on matters regarding day to day management of the Digital Transformation Program, however decisions of a politically sensitive nature must be referred to the Manager Business Systems.
- The work is subject to plans and objectives set by the Manager Business Systems and/or the Executive Leadership Team

Specialist Skills and Knowledge

- The position requires high level specialist skills, knowledge and experience in project and change management.
- Strong working knowledge of Project Management and Change Methodologies
- Highly developed conceptual, analytical and problem-solving skills in a transformation environment working with complex and/or challenging internal and external stakeholders.
- Well-developed conceptual and analytical skills with demonstrated experience in developing, assessing and implementing strategic options and plans.

Management Skills

- Demonstrated ability to supervise and coach an effective team, foster a positive team culture and motivate team members to achieve exceptional levels of performance.
- Ability to initiate, implement and respond positively to changes in the work environment and/or parameters of a specific project.
- Proven ability to engage and gain commitment from senior staff, peers and team members, who are not direct reports, to meet Transformation program commitments and objectives.
- Efficient and effective planning and use of own time as well as potentially that of other project team members including the setting of priorities to achieve specific and set objectives within set time frames despite conflicting pressures.
- Effectively respond to the diverse internal and external environment in which Council manages its services.
- Develop and maintain a customer centric culture and the ongoing development of efficient work practices through a business partnering approach.
- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
 - Contribute to OHS consultation processes.
 - Prompt reporting of hazards and incidents.

Inter-personal skills

- Positive and enthusiastic attitude, flexible and adaptable approach to work and ability to respond to changing demands and service delivery needs.
- Self-motivated and outcome-focused, embraces and positively influences change.
- Ability to clearly, concisely and convincingly communicate information and advice in both a written and verbal form to different audiences.
- Ability to gain cooperation and assistance from others and establish a rapport across all levels of the organisation.
- Ability to engage and establish trust in all stakeholder relationships through a customer centric approach
- Contribute to a cooperative and healthy performance centred work environment.
- The capacity to motivate and stimulate external and internal individuals and teams to participate and achieve desired corporate outcomes objectives.

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including:
 - Southern Grampians Shire Council Policies and Procedures;
 - Southern Grampians Shire Council Staff Code of Conduct;
 - Privacy and Data Protection Act 2014 (Vic);
 - Equal Opportunity Act 2010 (Vic);
 - Occupational Health and Safety Act 2004 (Vic);
 - Government/Industry Codes of Conduct;
 - The Southern Grampians Shire Council Enterprise Agreement; and
 - The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Qualifications and Experience

- A relevant qualification with experience or extensive experience in a similar role.
- Project Management or Change Management qualifications would be highly regarded.
- Experience in documenting business processes and requirements.
- Experience supervising small teams in a customer service environment (ideally but not necessarily in an IT role).
- Excellent verbal communication and interpersonal skills, with an ability to work effectively with people at all levels.
- A current driver's license is essential.

Key Selection Criteria

The candidate/employee will possess the following competencies:

- Demonstrated ability to lead and coach an effective team, foster a positive team culture and motivate team members to achieve exceptional levels of performance
- Demonstrated ability to lead, manage, and implement a program of change across an organisation.
- Demonstrable experience embedding new practices in digital and technology across an organisation that enables core digital teams to focus on more specialist tasks.
- Demonstrated ability for innovative and creative solution design, across complex issues that may impact the whole organisation.
- Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.
- Highly developed interpersonal skills and proven ability to build positive relationships internally and externally.
- Analytical nature with the ability to solve complex business issues.
- The qualities sought after to be successful in this role are:
 - Approachable
 - Affable
 - Customer Service Oriented
 - A thirst to learn and develop
 - Gains enjoyment out of enabling others

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____