

Position information

Position Title:	Coordinator Economic Development
Classification:	Band 8
Reports to:	Manager Urban Strategy
Division:	City Planning and Amenity
Department:	Urban Strategy

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

The Coordinator Economic Development provides high quality leadership to the unit, ensuring Council policies and strategies are relevant and appropriate in supporting and growing the local economy.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Leadership, support, and supervision to staff	<ul style="list-style-type: none"> Oversee the efficient and effective delivery of economic development initiatives to the local business community. Staff are provided with the opportunity to develop appropriate skills and competencies to allow successful delivery of the Economic Development work program. Lead, develop, encourage, and motivate staff to create and maintain a cohesive and engaged team with a customer service focus which operate in accordance with Bayside's values. Development of goals and performance indicators for the Economic Development team to monitor performance, and continuous improvement 	Staff are clear about their roles, responsibilities, and expectations, meet required standards and understand how they contribute to delivering the Council and Department plans.
Customer experience	<ul style="list-style-type: none"> Respond in a professional and courteous manner to all customers. Ensure appropriate records of all customer interactions are correctly maintained and cases are being managed consistent with service standards for timely and complete resolution Maintain up to date, timely and accurate records of investigations and complaints 	A positive image of Council is maintained by delivering excellent customer service to all internal and external customers.
Economic Development	<ul style="list-style-type: none"> Ensure policies and strategies related to Economic Development are reviewed on an on-going basis for currency and relevance Contribute cross organisationally to policies and strategies that may impact the local economy ensuring that Bayside businesses are not at a comparative disadvantage 	Implement the varied actions of the Economic Development tourism and Placemaking Strategy
Activation and engagement programs	<ul style="list-style-type: none"> Oversee the annual program of the Bayside Business Network facilitate Business to Business connection to enable local business to grow and expand. Oversee the annual Christmas program including but not limited to: <ul style="list-style-type: none"> Annual install and dismantle of Christmas decorations across Bayside's Activity Centre 	Implement a series of events and activations to increase the profile and success of Bayside's Activity Centres.

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	<ul style="list-style-type: none"> ○ Undertake programs to encourage business to participate in the Christmas program by decorating shopfronts and buildings ○ Undertake events and activations within Activity Centres ● Develop a Business Concierge service to ensure permit applications for businesses are expediated in accordance with the better approvals process. ● Oversee the Bayside Tourism Network to provide advice on the development and implementation of tourism initiatives within Bayside. ● Facilitate the formation and on-going operations of associations of Traders Associations' to act as representative of their activity centres and to be a sounding board for Council on developments in shopping centres. ● Successfully deliver the Build Environment Awards to promote good design outcomes across the municipality: 	
Place making	<ul style="list-style-type: none"> ● Oversee the activation of Bayside's Activity Centres through undertaking Placemaking Initiatives in accordance with the Bayside Economic Development, Tourism and Placemaking Strategy. 	Place making - develop high quality activity centre environments within the municipality by developing key strategic plans, processes, and policies for placemaking. And provide advice and recommendations on placemaking interventions to the organisation.

Position - Organisational Relationships

Supervises:

- Senior Economic Development Officer
- Economic Development Officer

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- Place-maker, Economic Development Officer
- Urban Strategy Administration Officer

Key Internal Contacts All departments within Council

Key External Contacts: Ratepayers/residents/public; Council contractors, local community groups, local traders, suppliers, Government departments, special interest groups and industry professionals.

Position - Delegations

Financial Delegations: As per Financial delegations

People and Position Delegations: As per People and Position delegations

Position – Skills and Competencies

<p>Accountability and Extent of Authority</p>	<ul style="list-style-type: none"> • Ensure all staff are appropriately skilled and knowledgeable enabling them to carry out their duties effectively and confidently. • Ensure effective performance of staff in delivering Economic Development initiatives. • Oversee the work of the Economic Development unit to ensure Council's policies and procedures are understood and all tasks required are completed in a timely and appropriate manner. • Ensure Economic Development staff work cross organisationally to ensure Council's reputation is enhanced by the economic development initiatives delivered by the Unit. • Review and update working procedures for an effective and consistent approach to policy and program delivery
<p>Judgement and Decision Making</p>	<ul style="list-style-type: none"> • Consistent and sound application of the specialised knowledge and skills to exercise autonomous judgement, problem solving and decision making. • Exercise judgement to interpret and implement Council Policy, management guidelines and legislation.

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	<ul style="list-style-type: none"> • Resolve matters using contemporary professional skills and knowledge within the context of industry best practice. • Exercise judgement to resolve matters with solutions not related to previously encountered situations. • Apply problem solving and budgeting skills with respect to the allocation of resources and time management. • Apply methods and procedures utilised in program implementation and systems applications. • Exercise judgement to balance strategic and operational priorities, taking into consideration matters such as, risks, budget and impact to Council. Decisions and actions taken by the incumbent may have a significant effect on public perception of the wider organisation. • Recommendations made to the Manager Urban Strategy on matters of variation or program/policy guidelines
Interpersonal Skills	<ul style="list-style-type: none"> • Well-developed written and oral communication skills. The incumbent will be expected to present as part of public forums or meetings and is responsible for the preparation and coordination of reports presented to Council forming part of a public agenda. • Ability to persuade, convince or negotiate with colleagues, clients, members of the public or service providers. • Ability to gain cooperation from colleagues, Council clients and stakeholders, panels, and tribunals in pursuit of Council's strategic planning objectives. • Ability to foster teamwork in the pursuit of common goals and objectives. • Ability to work in a team environment with other Council Departments and on Council committees to develop policy and strategy, solve intra-organisational problems and satisfactorily complete tasks. • Ability to liaise with counterparts in other organisations to identify, discuss and resolve specialist problems and challenges. • Well-developed conflict resolution skills. • Ability to communicate specialist information in a clear and concise manner to the organisation and Council's clients.
Qualifications and Experience	<ul style="list-style-type: none"> • Tertiary qualifications in economics or urban planning • Post graduate qualifications in management would be desirable

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	<ul style="list-style-type: none"> • Extensive experience in the government sector in policy development and implementation • Experience in working with community groups. • Experience in management of and working with external consultants, contractors, and suppliers. • Experience in establishing and servicing community and officer committees
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • Specialist knowledge and experience in economic development and/or strategic planning • Analytical and investigative skills in policy formulation • Strong report writing and policy development skills • Knowledge, understanding and experience in the management and provision of services and support for community groups and organisation • Community consultation and evaluation skills • Sound knowledge of budgeting and finance procedures • An understanding of current issues and trends in economic development and tourism • Preparing business plans and/or conducting research relating to business trends • An understanding of the legal, socio economic and political context in which the organisation operates
Management Skills	<ul style="list-style-type: none"> • Proven management skills involving the leadership of staff and management of human and financial resources. • Advanced skills in time management, setting priorities, effectively plan and organise meetings to meet specific objectives and statutory timelines. • Accomplished management skills to lead individuals, project teams, facilitate or chair internal working groups. • Proven competency in managing multi-million-dollar budgets and a multifaceted workforce. • Proven competency in retaining confidentiality in accordance with Council Policy.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***

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- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.

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- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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