

# Position Description

<b>Position Title:</b>	Senior Reporting and Insights Advisor
<b>Classification:</b>	Band 7
<b>Business Unit:</b>	Public Affairs
<b>Reports to:</b>	Coordinator Engagement and Insights
<b>Status:</b>	Full Time
<b>Approved by:</b>	Chief Executive Officer
<b>Reviewed:</b>	February 2024

## 1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, ABC television studios, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

## 2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people with who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

### Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

### 2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

## 2.2 About the Public Affairs Department

The **Public Affairs department** is here to ensure the community trusts us and feels engaged, informed, heard and represented. We do this by driving the strategy, planning, execution and evaluation of our internal and external communications, engagement, corporate reporting and advocacy activities. We partner with departments across Council to develop fit-for-purpose communications, engagement, reporting and advocacy campaigns and bring our activities and strategies to life. We also provide high-level support and strategic advice to the mayor, councillors, CEO and executive team, and oversee issues and incident management communications.

The **Engagement and Insights** team combines Council's community engagement activities and corporate reporting functions to understand and share what matters most to our community and the organisation.

The **Engagement and Insights** team is also accountable for leading the corporate reporting and insights activities for the organisation, to understand and share what matters most to our community and the organisation. We tell the story of Council's performance to our community, Councillors, staff and stakeholders through organisational reporting.

## 3. Working Relationships

Reports to: Coordinator Engagement and Insights

Internal relationships: The Public Affairs department, Engagement and Insights team, Council executive team, senior leaders and staff across all other business units as required.

External relationships: Consultants, other Local Government bodies, and other professionals as required.

## 4. Key Responsibilities

- Lead Council's corporate reporting insights function with support from the Coordinator Engagement and Insights.
- Be a key contributing team member of the Engagement and Insights Team and assist with a range of projects and activities in partnership with internal stakeholders to deliver high quality outcomes.
- Ensure Council's performance reporting is timely, accurate and meets all legislative and corporate requirements and obligations.
- Drive the improvement of Council's corporate reporting activities, facilitating Council's transparency with a focus on streamlining processes and improving consistency and quality across the organisation.
- Support cyclic reporting against agreed priorities under the Council Plan, Corporate plan and other key strategies and plans ensuring Council meets its statutory obligations.
- Work with key internal stakeholders to ensure understanding of outcome measurement and monitoring.
- Work across the organisation to build constructive working relationships and develop partnerships with managers, team-leaders and staff in influencing and fostering a culture which values excellence and the seeking of opportunities for alignment and continuous improvement.
- Provide advice and assistance to Managers and Coordinators to drive and support improvements in performance reporting accuracy, content and value to the organisation.
- The role supports staff to ensure data is accurately recorded across corporate reporting systems and process to meet reporting requirements.
- Support the Engagement and Insights team team by ensuring compliance with financial, procurement and administrative obligations and reporting.
- Collaborate with Council's Digital and Data Team to deliver continuous improvement and quality reporting of

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the Executive Dashboard Power BI report.

- This position contributes to creating a workplace culture that promotes innovative thinking and transforms the way Council operates and delivers services to the community.

## 4.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

## 4.2 Accountability and Extent of Authority

- Has the authority to make decisions and provide specialist advice on reporting requirements across the organisation. The impact of decisions made or advice given may have a substantial impact on the organisation.
- More complex matters would be discussed with the Coordinator Engagement and Insights and Manager Public Affairs who may review and provide guidance on such issues.
- Support the Engagement and insights team to ensure compliance with financial, procurement and administrative obligations and reporting.
- Input into policy development within their area of expertise.

## 4.3 Judgement and Decision Making Skills

- Solutions focused, ensuring work produced is of high quality within established timeframes in the most efficient way possible
- Exercise judgement, initiative and discretion in the context of identified objectives and outcomes.
- Demonstrate sound coordination and problem-solving skills with agility to apply techniques to new situations.
- Ability to appreciate the diversity and complexity of Council services and to exercise judgement in addressing Council's performance monitoring issues.

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- Ability to appreciate and operate within the statutory and political environment of local government.
- Guidance and advice are usually available.

## 4.4 Management Skills

- Promote awareness of the strategic direction of the Engagement and Insights function and of best practice for strategies, policies, procedures and plans.
- Apply well developed project management skills and knowledge with strong attention to detail.
- Maintain knowledge of and abide by all legislative requirements, organisational policies, procedures, guidelines, as well as operating within delegated authority.
- Skills in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

## 4.5 Interpersonal Skills

- Effectively communicate with influence, the key programs, policies, strategies and other key initiatives to relevant stakeholders to influence and gain support, cooperation and assistance in the administration of broadly defined activities.
- Build and establish productive and collaborative relationships with internal and external stakeholders, developing and maintaining a true partnership approach with all levels within the organisation, clients and externally with the community, other organisations and spheres of government

## 4.6 Specialist Skills and Knowledge

- An understanding of the long-term goals, values and aspirations of Glen Eira City Council and of the legislative and political context in which it operates.
- Proven experience in delivering accurate and timely corporate performance reporting in a local government context.
- Demonstrated experience in preparing and writing reports that support management in monitoring the performance of the organisation.
- Comprehensive computer skills, particularly Microsoft suite of software and experience in using CAMMS (or similar) corporate planning and reporting applications and Microsoft Power BI.
- Knowledge and experience working with integrated planning and reporting processes.
- Knowledge and understanding of the relevant legislation and regulatory requirements Council is required to comply with.

## 4.7 Qualifications and Experience:

- Relevant experience in performance measurement, monitoring and reporting.
- Detailed understanding of how Victorian local government operates, particularly how to navigate the legislative and regulation requirements that guide the Integrated Planning framework

## 5. Performance Review

The Reporting and Insights Advisor will be required to participate in the Council's Performance Development and

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Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Reporting and Insights Advisor may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

## 6. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Relevant experience in performance measurement, monitoring and reporting
- Strategic thinker that takes a continuous improvement approach to build on existing reporting approach and practices
- Proven ability to engage effectively to deliver cross-functional corporate performance reporting activities in complex organisations.
- Demonstrated capability to work consistently with multiple stakeholders to deliver high quality outcomes under tight deadlines despite conflicting pressures.
- Proven experience in preparing high level briefs, reports, issue papers, statistics and management tools around organisational performance.
- Comprehensive computer skills, particularly Microsoft suite of software (experience in using CAMMS – Integrated Performance Reporting and Power BI software highly regarded).
- Detailed understanding of how Victorian local government operates, particularly how to navigate the legislative and regulation requirements that guide the Integrated Planning framework.
- Exceptional interpersonal, written communication and presentation skills, with the ability to communicate sensitive issues to various audiences and stakeholders and produce high quality reports.
- Formal accreditation in corporate performance reporting or data analysis methodologies would be highly regarded.

## 7. Other Information

- Position is subject to the satisfactory completion of police records check.
- The position is primarily located at Caulfield however the incumbent may be required to travel to other Council offices from time to time.