

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Transformation Lead
POSITION NUMBER:	4938
DIRECTORATE:	Corporate Services
DEPARTMENT:	Transformation Office
CLASSIFICATION:	Band 8
REPORTS TO:	Manager, Strategy and Effectiveness
DIRECTLY MANAGES:	N/A
KEY STAKEHOLDERS:	Councillors, Executive Leadership Team, Managers, Coordinators and Officers. Stakeholders, business groups, peak bodies, other councils, consultants, community members and other external groups as required
DATE:	19/08/2024

POSITION SUMMARY:

Reporting to the Manager of Strategy and Effectiveness, the Transformation Lead drives and supports major change initiatives across the organisation. This role focuses on identifying, designing, enabling and delivering improvement projects that address key challenges.

A key part of this role is enhancing organisational effectiveness by uplifting capabilities and enabling transformation. This involves providing tools, templates, training, coaching and advice to build skills and support for teams and leaders. The Transformation Lead will develop and implement strategies that align with the City's goals, with a strong emphasis on uplifting capability and supporting successful transformation.

ABOUT US:

The Corporate Services Directorate provides strong partnership to the organisation through seamless internal service delivery to enable achievement of the value proposition of being the highest-performing and best local government organisation to work for. The Transformation Office is the strategic planning hub of the business dedicated to formulating and facilitating the required work for the organisation to achieve its strategic priorities and improve performance. We leverage our expertise in Corporate Strategy, Organisation Performance Management, Change Management, Transformative and Continuous Improvement, Organisation Design, and Project Management to enable transformation. The Transformation Office collaborates closely with stakeholders from all directorates across the City of Greater Geelong (City), to ensure a seamless and systemic transformation journey.

Visit our website to read about the [City of Greater Geelong](#), [our values](#), and [our vision and strategy](#).

KEY POSITION RESPONSIBILITIES:

Specialist Work

- Recommend professional transformation and strategy advice or solutions with various stakeholders according to the Business Plan, the City's interests, legislation, policy, and statutory requirements.
 - Research and analyse with confidence, delivering impactful solutions for key stakeholders.
 - Facilitate innovation and best practice approach and coaching for the department and push the boundaries of what is possible in delivering services for customer and community satisfaction.
 - Develop and maintain strategic networks with key stakeholders to achieve the City's objectives.
 - Scope, plan, manage, and evaluate large-scale and complex projects, coaching on enablement activities.
 - Foster a customer-first culture and drive innovation to enhance value for customers and the community.
 - Lead the development and education of transformation tools and frameworks to ensure alignment and clear outcomes.
 - Design, oversee, and execute strategic initiatives and programs, including business cases, to improve performance and effectiveness.
-

People Leadership

- Support the team to deliver on the strategic goals, by implementing solutions that make the goals accessible and relevant for operational success.
 - Reinforce the team's common goals and key priorities by involving relevant stakeholders and team members in decision making.
 - Mentor and guide team members in building professional competence and collective knowledge.
 - Support change initiatives and contribute to the business unit's culture to ensure it is inclusive, customer focused, results driven and accountable.
 - Foster collaboration and partnerships with leaders to integrate activities across the organisation.
 - Advise the CEO, executive team, leadership team, and Councillors on strategic initiatives and data-driven decisions while representing the City positively and developing tools and frameworks to enhance capabilities and manage strategic change.
 - Lead with a focus on diversity, adaptability, and resilience, optimizing people, processes, and systems to identify root causes, create solutions, and drive continuous improvement.
-

Organising Resources & Planning

- Align work activities to the department Business Plans and Strategy, supporting implementation and balancing value for our community and customers, within financial and resource constraints.
 - Monitor, report, and utilise accurate data to track work progress and improvements against plans and budgets.
 - Implement systems, processes, and workflows to deliver results, ensuring relevant policies, governance mechanisms, and regulations are adhered to.
 - Coordinate with stakeholders on delivering goals and outcomes, meeting deadlines, and driving continuous improvement and quality outcomes.
 - Contribute to the design of an internal service model for the Transformation Office, including user-friendly tools and governance policies.
 - Lead the development of long-term initiatives and business plans aligned with the Directorate Strategy, considering community and customer value.
-

- Promote accountability by ensuring accurate tracking and reporting of business performance.
- Encourage continuous improvement by addressing issues and adapting to trends and needs.

The above information is graphically depicted in the **Position Balance** graph below. It shows the approximate degree of time one may require dedicating towards people leadership, organising resources/ planning and specialist work. The time horizon indicates the timeframes the important tasks in this job may take to create an impact on the organisation indicating the level of strategic thinking and impact

People Leadership 10 – 30%	Organising Resources & Planning 10 – 20%	Specialist Work 55 – 75%
Time Horizon 1 – 2 years		

SELECTION CRITERIA:

We embrace diversity and encourage applicants to apply, even if they don't meet all the criteria. We value different experiences, unique skills and believe in providing opportunities for growth.

REQUIRED	DESIRED
Education and Experience	
<ul style="list-style-type: none"> • A tertiary qualification in business, strategy, partnership management, business analytics, commerce or related discipline and extensive experience in a similar position. • Leadership experience in leading strategy and organisational effectiveness in a comparable organisation. 	<ul style="list-style-type: none"> • Education, training, or experience in: <ul style="list-style-type: none"> ○ Agile ways of working ○ Organisation Design ○ Human-centred Design ○ Systems Thinking ○ Lean ○ Design Thinking
Skills and Knowledge	
<ul style="list-style-type: none"> • Knowledge of relevant legislation and practices related to strategy and transformation, ensuring compliance and effective strategy implementation. • Strong people skills for collaborating with and influencing stakeholders, including managing and engaging with senior stakeholders. • Effective writing, presentation, and speaking skills for aligning with stakeholders, securing support, and presenting information clearly and persuasively. • Proven leadership abilities to motivate and guide teams, foster a positive work culture, and drive successful outcomes. • Skilled in problem-solving, strategic thinking, and change management, with the capability to develop solutions, handle multiple priorities, and achieve results both independently and as part of a team. • Experience in facilitating workshops, influencing senior stakeholders, and managing projects, including the use of technology for effective presentations and communications. 	<ul style="list-style-type: none"> • Ability to support and champion change. • Knowledge of relevant legislation, policies and practices related to specific field of expertise. • Some understanding of local government community target groups, their profiles, demographics, and trends • Working knowledge of Business Analysis Body of Knowledge (BABOK), Prince2 and Agile project management methodologies. • Knowledge of IAP2 framework and Community Engagement techniques and practices.

REQUIRED	DESIRED
<ul style="list-style-type: none"> • Excellent interpersonal skills for building and maintaining relationships, communicating with diverse groups, and enhancing employee engagement and workplace culture. • Comprehensive knowledge of research methods, tools, and software for project management, coupled with strong consulting skills to influence strategic decision-making and contribute to business goals. 	
Licenses or Checks	
<ul style="list-style-type: none"> • Police check 	<ul style="list-style-type: none"> • Valid Driver's license

APPENDIX 1: ADDITIONAL GENERAL INFORMATION:

General Expectations

- Behave according to the City's values and expectations.
- Behave according to the City's Leadership capability framework which specifies the behaviours for being an effective team member.
- Adhere to the Council's policies and procedures and carry out duties as deemed reasonable and relevant to this position.
- Understand and adhere to relevant Delegations and Regulations applicable to this role.
- Participate in building ethical organisational culture, by preventing, detecting and reporting fraud and corruption.

Child Safety Responsibilities:

We are committed to being a child-safe organisation and have zero-tolerance for child abuse. We have specific policies, procedures, and mandatory training in place to support employees, volunteers, and contractors to achieve and adhere to these commitments. Please read our [Child Safe Standards Management Policy](#).

Diversity and Inclusion

At the City we want a workforce that reflects the community we live in. We welcome and embrace everyone, all people with their own unique experiences, and support and encourage all our employees to do their best work, have equal access to opportunities and a just working environment. For this reason, we particularly welcome and encourage applications from First Nations people, people with diverse cultural and linguistic backgrounds, from the LGBTQIA+ community, people with disability and people of all genders, ages and diverse experience.

Risk Management and Occupational Health, Safety & Wellbeing (HSW) Responsibilities:

- Promote and lead a positive occupational health, safety and wellbeing culture by demonstrating a positive commitment to HSW.
- Understand and comply with all City of Greater Geelong HSW policies, procedures, and legislative requirements relevant to the position.
- Take responsibility for own safety, perform work in a safe and appropriate manner, ensure understanding of any hazards and risks that may be present.
- Ensure behavior does not interfere with the HSW of others, including discrimination, bullying or harassment.
- Proactively report any incidents, injuries, hazards, or unsafe work practices.
- Complete all mandatory and recommended HSW training as scheduled.

The following general physical, functional, and psychosocial requirements may apply to this position. Specific physical requirements will be attached if applicable.

Physical and Functional Requirements	Psychosocial Requirements
<ul style="list-style-type: none">• Some manual handling tasks.• Prolonged periods of inactivity, e.g., sitting at the computer.• Regular keyboarding associated activities.	<ul style="list-style-type: none">• Dealing with politically sensitive information• Managing demanding stakeholders and/or some exposure to stressful situations.• Demanding deadlines, requiring working longer hours or over weekends.• Undertaking decisions that can make lasting impact to the organization and community.

APPENDIX 2: ADDITIONAL GENERAL INFORMATION

As per the Enterprise Agreement (No.11) 2021, the following points may apply to a BAND 8 role:

Accountability and Extent of Authority:

- May be accountable for managing resources, regulatory/specialist units, or developing policy options and strategic plans. Freedom to act is guided by goals, policies, budgets, statutes, subordinate legislations, and designated areas.
- Decisions made in these roles may have a substantial impact on the operational unit, public perception, community, and the organization.

Judgement and Decision Making:

- Strong judgment in problem-solving and policy development. May contribute to method development and adaptation and analyse options and present policy/ solution recommendations.
- Identify and develop policy options in the functional area. Analyse choices and present well-considered recommendations for managerial or employer decision-making.

Specialist Knowledge and Skills/ Qualifications and Experience:

- See relevant sections of the Selection Criteria above.
- Ability to apply theoretical or scientific approaches to identify solutions for new problems and opportunities, even beyond the original field of specialization, with sound knowledge of budgeting, accounting, and financial procedures is generally essential.
- Understanding of the long-term goals, values, and aspirations of the organisation, as well as the legal, socio-economic, and political context in which it operates.

Management and Interpersonal Skills:

- Demonstrated management skills for effectively supervising large numbers of employees or may include those with tertiary qualifications or extensive experience, to achieve objectives and goals while considering organizational and external constraints and opportunities.
- Strong interpersonal and leadership skills to effectively persuade, negotiate, and collaborate with clients, the public, colleagues, tribunals, and external stakeholders to achieve specific objectives. Must have the ability to lead, motivate, and develop other employees.

For more information, please refer to the Schedule 12 of the City of Greater Geelong Enterprise Agreement (No.11) 2021