



POSITION DESCRIPTION

POSITION TITLE:		Special Projects Officer			
POSITION NO:		105112	CLASSIFICATION:		Band 7
DIVISION:		City Sustainability & Strategy			
BRANCH:		Compliance and Parking Services			
REPORTS TO:		Coordinator Prosecutions and Administration			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- The Special Projects Officer will support the Compliance and Parking Branch to meet its business objectives and project needs. This will be achieved through providing high-level project management and business support.
- Provide recommended enhancements and changes to policies and procedures (as determined from research and analysis).
- Collaborate with key stakeholders to review end to end processes and design enhanced processes to streamline operational flows and maximise online opportunities.
- Deliver measurable results that improve the customer experience for the community.
- Work collaboratively across the team to ensure effective transitions to new or enhanced systems and policies.
- Identify and implement business and process improvement opportunities across the department, including the analysis of requests for information, systems enhancements and new systems as well as the development of appropriate proposals, business cases and project plans.
- Encourage and drive new ideas in the development and implementation of new systems, processes, policies and initiatives to assist the division, and the organisation in achieving its goals.

- Provide project and business support to the Compliance and Parking Services Branch leaders to the completion of projects and Council reports.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a competitive business culture with an emphasis on customer service, innovation and continuous improvement.

ORGANISATIONAL RELATIONSHIP

Position reports to:	Coordinator Prosecutions & Administration
Position supervises:	Nil
Internal Relationships:	Leadership Team, Construction Enforcement, Local Laws and Animal Management, Planning Enforcement, Public Health Unit, Parking Services Branch all other relevant stakeholders within the organisation.
External Relationships:	The incumbent is required to negotiate and maintain a professional relationship with relevant internal and external stakeholders.

KEY RESPONSIBILITY AREAS AND DUTIES

Work collaboratively with all I teams within the branch (Local Laws, Planning Enforcement, Parking, Animal Management, Construction Enforcement, Health Protection, Prosecutions and Administration Teams) to increase business efficiencies with various projects and new initiatives. Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate consideration into all of Council's activities.

Business Improvement

- Responsible for the design and delivery of the annual Business Improvement program within the Branch.
- Assist the Branch with preparing a business case for changes and opportunities for improvement.
- Drive process improvement initiatives with emphasis on Lean and Six Sigma principles.
- Provide accurate and timely information to management.
- Consider the ramifications of issues and long-term impacts of projects and , i and manage potential risks.
- Follow best practice tools for project execution and management.
- Ensure procedures, processes, system structures and plans are implemented to ensure a high level of customer service.

Change management

- Assist the Branch with the development of change management, plans and strategies for designated activities and projects.
- Develop clear communication plans and activities that clearly articulate the reasons for change and how they support successful project outcomes.
- Establish and deliver a stakeholder engagement and management approach.
- Lead and promote effective ways of working in a cross organisational and multi-disciplinary team.
- Other activities that support the successful implementation and delivery of projects.
- Influence project team members and contractors, towards positive action and accountability for new ways of working
- Delegate tasks and responsibilities as appropriate and to appropriate personnel.

Policy Development

- Develop and review Compliance and Parking policies, including undertaking research into best practice, for consideration by the Manager.
- Manage consultation with both internal and external stakeholders to deliver Council reports.

Business Support

Assist with business support duties when required within the Administration & Prosecutions Unit.

At Yarra Every Job is Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job, meaning that each staff member will play a key role in shaping our climate response.

Other

- May be directed to carry out other duties as directed within the limits of the employee's skill, competence and training.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Directly accountable to the Coordinator of Prosecutions and Administration for the provision of project deliverables and to ensure adherence to set plans and agreed project deliverables.
- The incumbent is required to brief the Coordinator Administration & Prosecutions on significant issues of operational and strategic importance.
- Accountable for providing project management of key projects and providing accurate, timely and quality advice, information and guidance to in relation to the requirements of the position.
- Researching, developing, facilitating and implementing, policies and procedures.
- Building partnerships and ensuring appropriate and effective consultation regarding activities is undertaken.
- Accountable for policy development.
- Freedom to act is generally prescribed by the Coordinator of Prosecutions and Administration.
- Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

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Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

Yarra Values

Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:

- Accountability
- Respect
- Courage

JUDGEMENT AND DECISION MAKING

- The position requires the incumbent to solve problems, identify and analyse various options and in consultation with management develop service direction, service improvement, system improvement, policy positions and contribute to their adoption.
- Decision making and problem solving is based on using Council's and legislative guidelines and professional and technical experience and knowledge.
- Problems maybe complex with solutions requiring some creativity and involve application of these techniques to new situations.

SPECIALIST SKILLS AND KNOWLEDGE

- Substantial knowledge and experience in developing and implementing contemporary and best practice policies, systems and procedures.
- Strong commitment to high level of customer service and operational efficiency.
- Well-developed project management skills.
- Well-developed research, evaluation, conceptual, analytical and problem-solving skills and ability to home in on solutions to new problems.
- An understanding of the long-term goals of the wider organisation and its values and aspirations.
- Ability to analyse and improve the efficiency and effectiveness in systems, processes, and procedures, including working with stakeholders to implement and embed process improvement.
- Ability to achieve positive outcomes while managing a high and demanding workload.
- Identify opportunities for efficiencies that will bring the best long-term outcome for the community and organisation and works with others to implement these.
- Substantial knowledge and experience in developing and implementing contemporary and best practice policies, systems and procedures.
- Strong commitment to high level of customer service and operational efficiency.

MANAGEMENT SKILLS

- Demonstrated ability to manage time, set priorities and plan and organise one's own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Proven ability to achieve objectives despite conflicting priorities and pressures.
- Effectively and appropriately develops and uses evidence to support and develop approaches to strategy and policy.
- Well-developed project management skills including strong organisational skills and ability.

- Ability to self-motivate and work with minimal supervision once tasks are allocated and understood.
- Demonstrated skills to enable the solving of problems through discussion, facilitation and teamwork.

INTER-PERSONAL SKILLS

- Ability to gain the cooperation of and establish positive working relationships with Managers, Supervisors and peers in the delivery of key projects and continuous improvement.
- Ability to liaise with counterparts in other organisations to discuss and resolves specialist problems.
- Proven ability to motivate and develop stakeholders whilst delivering key projects with a lens of continuous improvement.
- Ability to focus on and deliver good customer service to both internal and external customers
- An effective engaging, consultative and facilitative style and experience in engaging with stakeholders that have differing priorities.
- Highly developed oral and written communication skills and the ability to prepare reports and information to management and staff across Council.
- Excellent research and policy development skills.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in business, project management or similar qualification with several years relevant experience in project management and business administration or experience in developing and implementing outcome focused systems, policy, and procedures in relation to work practices and computer systems.
- Some experience in managing change and an ability to monitor processes and assess need for continuous improvement.

KEY SELECTION CRITERIA

- Demonstrated project management experience in a support or project administrator role, including reporting and risk management exposure.
- Proven ability to establish, support and facilitate engagement and stakeholder consultations.
- Demonstrated experience in continuous improvement in relation to systems, processes and service.
- Demonstrated experience in drafting Council reports.
- Proven ability to lead a complex and diverse team or project group.
- Proven ability to work well in a team environment by demonstrating an interest in, and understanding of, other team member's pressures and shows consideration and support.
- Demonstrated well-developed interpersonal and communication and analytical skills including the ability to interpret and convey complex information to different audiences using a variety of media.