

## Position Description

<b>Position Title:</b>	Strategy & Operational Policy Coordinator
<b>Position Number:</b>	CCS061
<b>Department:</b>	Customer Response
<b>Reports To:</b>	Manager Customer Response
<b>Supervises:</b>	Nil

### Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

The Customer Response Department is made up of Local Laws and Public Health streams including Immunisation and Cemeteries, Customer Services and Business Support. Customer response provide front line service delivery and aim to provide a high standard of delivery by providing positive and proactive service experiences. The Department employs approximately 178 positions and is responsible for servicing and regulating matters on behalf of Council and to work with our community to achieve voluntary compliance.

### Position Purpose

This position will support the Department by liaising closely with all management levels to prepare and manage strategic policy papers and operational policies/guidelines. It will also act as a conduit to the Legal Services department to oversee and deliver on projects such as:






- Review of Local Laws
- Strategic Plans and overarching documents,
- Policy review and development to support service delivery for the Department
- Operational Process to support the delivery of desired outcomes.

### Specific Accountabilities


Description
<b>Leadership and Planning</b>
Build business acumen in terms of leading and/or contribute to identified projects to support the achievements of the Departments Strategic and Operational objectives.
Be a recognised source of expertise within the Department by displaying a high level of knowledge and understanding of relevant Legislation and the Local Government environment
<b>Managing and Organising</b>
Provide professional support, expert advice and assistance in relation to business issues, initiative and proposals to contribute to the achievement of the goals and objectives of the Department, while recognizing, respecting and maintaining full confidentiality at all times.
Act a as a customer response subject matter expert to anticipate and address contentious issues, providing accurate advice on complex matters and legislation as well as being methodical and organized.
Maintain confidentiality and exercise diplomacy in dealing with issues of a sensitive or political nature.
Work effectively as a member of the department management team and ensure the provision of quality customer service at all times.
Act as conduit on behalf of the legal department to deliver projects and conduct reviews for the Customer Response Department.

Mange the Delegations and Local Law registers to ensure all department officers are delegated and authorised to deliver their roles.
Identify future needs to deliver on strategy and operational outcomes.
<b>Quality and Compliance</b>
Ensure all operational guidelines comply with all relevant regulatory and Council policies on information and security, industrial relations, workplace health and safety and any other legislation applicable to the Department
Review corporate policies and procedures and ensure that they are complied with across the Department.
Contribute to identification and management of risks applicable to the department and ensure that all levels of management understand key risks facing their units when developing process.
<b>Community Development and Stakeholder Relations</b>
Contribute to the community consultation in relation to stakeholder engagement when preparing policy or plans.
Build relationships through effective stakeholder engagement, advocacy to create mutual advantage, with a focus on communication and media management.

## OUR CORE VALUES

				
<b>RESPECT</b>	<b>SERVICE</b>	<b>INTEGRITY</b>	<b>TEAMWORK</b>	<b>SUSTAINABILITY</b>
<ul style="list-style-type: none"> <li>We listen to people</li> <li>We treat people fairly and consistently</li> <li>We embrace diversity and opinions</li> <li>We treat others as we wish to be treated</li> </ul>	<ul style="list-style-type: none"> <li>We seek to understand the needs of those we serve</li> <li>We strive to exceed expectations</li> <li>We communicate clearly</li> <li>We take a positive approach</li> <li>We are proud to serve our community</li> </ul>	<ul style="list-style-type: none"> <li>We are ethical and honest</li> <li>We take responsibility for our actions</li> <li>We act within statute and law</li> <li>We take pride in the manner in which we perform our duties</li> </ul>	<ul style="list-style-type: none"> <li>We promote a friendly, supportive work environment</li> <li>We inspire and encourage innovation</li> <li>We develop and maintain relationships</li> <li>We work collaboratively with our community and external partners</li> </ul>	<ul style="list-style-type: none"> <li>We focus on the future</li> <li>We respect the environment</li> <li>We demonstrate leadership by example</li> </ul>

Council proudly upholds the following values in its daily operations with customers, external partners and staff



### Work location

You may be required to perform your role from any work location within the region.

### Diversity undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

### Position Dimensions

Staff Resources: ~ Nil  
 Section or program budget: ~ Nil

## Decision Making Authority

Policy: Interprets and applies policies

Delegations: Delegations under the *Local Government Act*.

## Knowledge, Experience, Qualifications and Attributes

- Bachelor Degree in business and /or similar disciplines or demonstrated learning in the Customer Response workplace.
- Tertiary qualifications in Project Management or equivalent demonstrated experience
- Highly developed interpersonal skills and communication with the ability to build strong working relationships with a range of people at all levels within Council.
- Proficiency in relevant computer software, applications, systems databases and all mobile devices and web publishing.
- Extensive knowledge of relevant legislation (including Local Laws and State Legislation) regulations, standards, and policies.
- Highly developed competence and experience in undertaking project-based activities, including the ability to think logically, creatively and laterally and exercise discretion.
- Demonstrated ability to work autonomously and to deliver quality outcomes under limited direction
- Excellent customer service skills and experience in working in a political environment.
- Highly developed skills to conduct research and to be innovative in preparing strategic documents, while meeting the needs of the Local Government environment.
- Current “C” class driver’s license.

**This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.**

**I have read, understood and accepted the responsibilities as outlined in this position description.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_