

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Coordinator Human Experience	
<b>Classification:</b> SEO (Senior Executive Officer)	<b>Effective Date:</b> 1 July 2023
<b>Reports to:</b> Executive Manager Transformation	<b>Tenure:</b> Temporary – Until 30 June 2027

### About us:

At Whitehorse City Council, community is at the heart of everything we do. We aspire to be a healthy, vibrant, prosperous, and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures, and training to achieve these commitments.

## Goal Statement

This position is responsible for developing and implementing a new organisational wide Program to deliver customer, people, partner, and supplier experience improvements to support achieving our Transformation Strategic Objectives.

## Key Responsibilities

### *Position Specific Responsibilities*

- Establish a cross-organisational plan to make sustainable improvement to the experiences of Council customers with progress measures. This should address culture, people, process, and technology.
- Lead change to uplift the culture of customer centricity and human centred design.
- Work closely with the Technology Transformation Program Delivery Teams to put the customers, employees, suppliers, and partners at the centre of all technology change projects from procurement to implementation.
- Deliver Experience Improvement Projects as required to achieve experience improvements and measurable benefits.
- Coordinate the documentation of all customer service processes over 18 months to support the procurement of a new Customer Relationship Management (CRM) system.
- Coordinate existing organisational mechanisms (service reviews, continuous improvement projects, service delivery) to put human centred design practices in place that put the human experience and community at the heart.
- Develop and embed new ways to collect and analyse data to understand customer behaviour to improve/refine service delivery.
- Foster a culture (deliver supporting processes/policies) that values and uses customer data (voice of customer) to drive improvements.
- Identify opportunities for improvement in the development of experiences.
- Work with stakeholders to review and drive the end-to-end change to experiences.

### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound fiscal management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### Authority

Budget: The position is responsible for the management and development of the Customer Experience Program Budget.

Staff responsibility: The position is responsible for the leadership of two staff.

Decision Making:

- The position is accountable to the Executive Manager Transformation for the efficient and effective management of the Customer Experience Program within agreed budget, quality, and time constraints. Decisions and actions taken in this position may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- The position works closely with Executive Leadership Team, Senior Leadership Team, and all People Leaders.
- The position has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes, and City policies.
- The position has the authority to identify the need for and develop policy options.
- The position fully briefs the Executive Manager Transformation on significant issues of operational and strategic importance. The Customer Experience Program should directly affect the effectiveness of the organisation in the long term.

### Key Relationships

- The position liaises with management and staff at all levels up to and including the Chief Executive Officer and Executive Manager Transformation.
- The position provides advice on Customer Experience with the Manager Strategic Communications & Customer Service to the Technology Transformation Program

Delivery Team, Manager Organisational Technology, Executive Leadership Team, and other internal stakeholders.

- The position works closely with the Manager Strategic Communications & Customer Service, Coordinator Change Management, Coordinator Service Excellence, Coordinator Continuous Improvement and Manager Transformation Project Delivery to ensure effective enablement of the Transformation Program.

## Skills and Attributes

### Qualifications/Certificates/Licences and Experience

- Demonstrated experience working in customer experience design, implementation and/or project delivery.
- Experience leading cross-organisational collaboration to co-design, deliver and manage the delivery of desired outcomes.
- Demonstrated ability to influence and lead others through the adoption of change which will benefit customers, the organisation, and its stakeholders.
- Identifies and evaluates broader impacts of proposed policies and solutions.
- Can draw on wide-ranging interests and experiences when facing new challenges.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.
- Sound knowledge of budgeting and relevant accounting and financial procedure.
- Working with Children Check.

### Technology

- High competency in the use of Microsoft applications, including MS Teams, Word, Excel & PowerPoint. Experience with SharePoint desirable.
- High competency with the principles and application of continuous improvement practices and processes to enhance business systems and processes.

### Interpersonal

- Highly developed oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders to achieve targeted outcomes.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Highly developed influencing and negotiation skills.
- Resilience in challenging work environment with conflicting priorities and interests.
- The ability to gain cooperation and assistance of stakeholders to discuss and resolve specialist problems and identify solutions to new business problems.

#### Leadership/management:

- The ability to provide leadership and guidance to staff under supervision and to develop and monitor performance objectives for staff.
- Experience leading teams to deliver work plans to achieve strategic objectives.
- Knowledge of and commitment to the principles of equal opportunity.

### Key Selection Criteria

1. Demonstrated experience working in customer and/or human experience design, implementation and/or project delivery.
2. Highly developed oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders to achieve targeted outcomes.
3. Experience leading cross-organisational collaboration to co-design, deliver and manage the delivery of desired outcomes.
4. Demonstrated ability to influence stakeholders to achieve outcomes in a complex political environment
5. Demonstrated ability to influence and lead others through the adoption of change which will benefit community, the organisation, and its stakeholders. [OBJ]

### Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	N/A		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	N/A		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	N/A		
<b>Standing</b> Tasks involve standing in an upright position	N/A		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	N/A		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
<b>Lifting/Carrying</b>	N/A		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Tasks involve raising, lowering, and moving objects from one level position to another			
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	N/A		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.		Daily	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	N/A		