



City of
Norwood
Payneham
& St Peters

MANAGER, STRATEGY & PERFORMANCE

POSITION & PERSON DESCRIPTION

November 2024

POSITION DETAILS

DEPARTMENT: Chief Executive's Office

UNIT: Strategy & Performance

SECTION: Strategy & Performance

**ORGANISATIONAL
RELATIONSHIP:**

This position reports to the Chief Executive Officer

The position works collaboratively with staff across the organisation.

DIRECT REPORTS: Nil.

AWARD: *South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement*

CLASSIFICATION: Senior Officer, Level 7



POSITION OVERVIEW

The primary role of the Manager, Strategy & Performance is to facilitate and manage the Council's strategic planning function and to oversee and report on the delivery of the Council's strategic objectives and various strategic plans.

As part of this role, the Manager, Strategy & Performance is responsible for leading, managing, coordinating and ensuring that the Council's Strategic Management Framework is integrated into the organisation and is well understood by the organisation and staff with the ultimate outcome being to achieve delivery of the objectives and strategies that are endorsed by the Council.

This position is also responsible for initiating and developing a range of strategies, policies and initiatives, that respond to current issues and trends, community expectations, expectations of the City's business sector, legislative requirements and the Council's objectives.

In discharging this role, the Manager, Strategy & Performance utilises data analysis and performance metrics to assist in delivering continuous improvement and a high performing organisation.

The Manager, Strategy & Performance provides specialist advice on strategic planning matters, identifying opportunities to elevate the profile of the City and engage with various stakeholders, including Federal, State and other Local Government Authorities, in order to achieve desirable outcomes that align with the Council's overall strategic vision.

This position works both with a significant level of autonomy to deliver the requirements of the role and leads and fosters collaboration across the organisation through a range of cross functional staff working groups.

POSITION OBJECTIVES

- Coordinate the development, preparation and implementation of the Council's suite of strategic documents, including the Council's Strategic Management Plan (*CityPlan 2030*), other associated strategies.
- Initiate, conceptualise and manage, the research, development and delivery of innovative programs and initiatives, that deliver on the Council's Strategic Management Plan and associated strategies.
- Assist in the development of business, visitor and investment opportunities within the City to support:
 - growth and investment attraction;
 - the visitor economy;
 - the activation, growth and marketing/promotion of key business and activity precincts; and
 - advocacy and grant attraction in collaboration with the Council's Manager, Strategic Communications & Advocacy.
- Engaging the organisation in setting long-term vision and strategic direction.
- Provide timely and accurate advice to the Council, Committees, Chief Executive Officer and staff, on a range of economic development and strategic projects, policies and initiatives.

KEY RESPONSIBILITIES

- Research, analyse and provide advice to the Council, its Committees, the Chief Executive Officer and other staff, on economic development trends, current issues and opportunities and identify Government activities, opportunities and initiatives that could impact on the economic outlook of the City.
- Manage the delivery of strategies and initiatives to increase awareness of the City as a key investment and business destination.
- Manage the development and ongoing delivery of a range of strategic and corporate strategies, policies and initiatives.
- Investigate and analyse strategic planning issues, emerging issues and trends and develop solutions and recommendations.
- Provide specialist advice to assist with the strategic planning and management of the City's assets.
- Assist with the development of place based plans to create vibrant places for people to live, work and visit, which assist in achieving Council's overall objectives.
- Prepare reports and other documentation and conduct Workshops and Information Briefings for Elected Members, Council's Committees and staff, as required.
- Provide mentoring and guidance and liaise with relevant staff on the development and delivery of the Council's strategic documents.
- Monitor and report on the outcomes of strategies, initiatives and programs and evaluate and continuously improve the strategies, initiatives and programs.
- Manage and oversee the engagement of consultants associated with the preparation of reports and other strategic and policy documents.
- Liaise with all relevant stakeholders including statutory authorities, associated with the delivery of strategic projects and act as a first point of contact for these stakeholders.
- Establish and maintain effective working relationships with staff across the organisation and with other stakeholders, including Government Agencies and existing property owners, business owners and operators.
- Communicate the long-term goals of the organisation to staff in a clear, concise and accurate manner and establish and communicate a clear sense of direction and purpose for staff.

Performance Indicators

- Staff are highly skilled and committed to delivering clearly defined outcomes and objectives with a strong focus on administration and utilising best practice methods and ideologies.
- Strategies and initiatives are implemented in accordance with approved timeframes and objectives.
- An increase in positive feedback received from traders, commercial property owners and business owners and operators within the City.
- Delivery of a range of strategies, masterplans/concept plans, policies and initiatives in accordance with approved timeframes and objectives.
- Grant funding applications completed in a timely and appropriate manner that maximises the Council's opportunities to receive grant money.
- Strategies and initiatives developed are targeted, effective and measurable and are evaluated and reported on, on a regular basis.

MANAGER, STRATEGY & PERFORMANCE
POSITION & PERSON DESCRIPTION
November 2024



- Delivery of the Economic Development and associated Strategic portfolio, in close collaboration with key staff from across the organisation to ensure the achievement of the Council's objectives and goals.
- Effective communication with all stakeholders throughout the development of masterplans and concept plans.
- Well researched, written and justified budget bids and project definitions.
- Being highly organised in the delivery of key strategic documents, initiatives and projects.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Minimum five (5) years' experience in project management, business planning or related field.
- Experience in managing multi-functional teams and processes to achieve agreed outcomes.
- Experience and ability to mediate and negotiate positive outcomes with a range of community, business and political stakeholders.
- Knowledge of and ability to interpret and apply relevant Australian Standards, legislation, regulations, design guidelines and codes of practice relevant to the position.
- Demonstrated experience in undertaking and managing a range of strategic planning projects, including formulating strategies and policies.
- Demonstrated experience in strategic analysis.
- Demonstrated experience in preparing reports and information documents.
- Demonstrated experience in delivering public presentations.
- Exceptional service skills and stakeholder engagement.
- Ability to multi-task a range of projects and processes concurrently.
- Ability to initiate and manage change in area of responsibility.
- Excellent written and verbal communications skills and demonstrated ability to prepare concise and accurate reports and presentations.

DESIRABLE CRITERIA

- Knowledge of Local Government decision making practices, budgeting and reporting.
- Excellent interpersonal and communication skills, including negotiation, consultation, facilitation, networking and conflict management skills.
- Demonstrated ability to form positive and effective working relationships within the organisation and with key partnership bodies, individuals, business owners and managers.
- Proven ability to think strategically, analyse complex situations, make sound judgements, develop creative solutions and achieve outcomes.
- Highly developed time management skills, priority setting and the ability to plan and organise work ensuring stakeholder involvement, budgets and agreed timeframes are met.
- Ability to interpret and convey complex information to different audiences using a range of mediums.
- Highly developed analytical and lateral thinking skills and ability to take initiative when required.
- Strategic thinker with a broad understanding of city shaping and liveable cities concepts.
- Demonstrated ability to work in a team environment as well as the ability to operate as an independent specialist.
- Ability to establish and monitor work outcomes.
- Undertake duties with a heightened sense of innovation and a sense of urgency.
- Demonstrated ability to be sensitive and responsive to local needs and areas of concern including those relating to cultural, social and environmental matters.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Current Drivers Licence.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28 of the Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (annual)

- In addition to your obligations listed above, as a Manager you are responsible for, and will be held accountable for, fostering a positive safety culture and developing a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - ensuring that all workers (staff, contractors and visitors) who are required to enter an area under your control receive safety induction prior to commencing work;
 - providing advice, instruction and training all staff so that they can perform their role safely;
 - implementing, measuring, monitoring and reviewing WHS plan activities within your area of responsibility;
 - ensuring adherence to WHS policies and procedures through the provision of adequate supervision;
 - identifying, assessing and controlling hazards and WHS risks; and
 - coordinating, and participating in, local WHS consultation processes;
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
 - maintaining awareness of safety issues within your area of control;
 - regularly viewing working procedures and practices within your area of responsibility;
 - ensuring the issue, correct use and maintenance of personal protective equipment;
 - assisting in the rehabilitation of employees who are, or have been absent from work due to injury or illness, by working in conjunction with the LGAWCS Rehabilitation Counsellor;
 - responding promptly to hazards which may affect the health, safety or welfare of workers;
 - responding immediately on receiving notification of a work related injury or illness, or the occurrence of a dangerous or hazardous situation;
 - respond to changes in the workplace, where those changes may affect the health, safety or welfare of workers;
 - ensuring safe access and egress to and from the workplace;
 - recognising positive safety behaviour amongst your workers; and
 - providing and collating data related to local WHS performance as required.
 - promoting injury management awareness by setting a good example; and
 - responding to changes injury management practices, policies and procedures that are to be followed in the workplace;

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Manager, Strategy & Performance.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
MANAGER, STRATEGY & PERFORMANCE

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.