

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Business User Administrator – Community & Place	DIRECTORATE: Community & Place	DATE: September 2021
REPORTS TO: Senior Project Manager	SERVICE UNIT: Community & Place	LEVEL: Level 7
POSITION NUMBER: TBC	SUB UNIT: Community & Place	ROLE FOCUS: Advice
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

POSITION CONTEXT

Under broad supervision of the Senior Project Manager, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; vendors and suppliers; and City Leaders and employees.

A challenging aspect of the role is managing changing priorities and competing deadlines within required timeframes and to agreed standards. Post holders require high attention to detail and the ability to develop processes and procedures that can be understood by both system and non-system orientated stakeholders.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Supports the system configuration, implementation and ongoing administration of Community & Place information technology (IT) systems, reports and metrics, ensuring that service delivery is timely, effective and efficient and meets customer needs, corporate standards and the City's IT objectives.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

Collaboration &
Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Customers &
Stakeholders

- Acts as the system advocate and subject matter expert, being the point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution within the context of the system.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Supports the Super Users in the analysis and resolution of system issues, user access and audit logs.
- Builds and maintains effective relationships with users, technical staff, stakeholders and Vendors for the administration of the system in the ensuring compliance to SLA's, defect resolution, release management, system performance, access to the system and support.

Efficient & Effective
Delivery

- Administers the Community & Place Information Systems, including configuration and maintenance activities, ensuring the accuracy and integrity of Community & Place's data.
- Monitors, analyses and reports on system performance and linkages with other corporate systems, ensuring that appropriate action is taken to anticipate, investigate and resolve problems in systems and processes.
- Undertakes data loading, extraction and cleansing processes, ensuring the accuracy and integrity of Community & Place's data.
- Leads the implementation of Community & Place's Information Systems including new systems, upgrades and enhancements, in accordance with relevant policies, processes and procedures.
- Provides expert advice, guidance and coaching to users, technical staff and stakeholders that builds workforce capability and capacity and enhanced utilisation of Community & Place's Information Systems.
- Prepares reports that supports informed decision making, ensuring accuracy of the City's asset management data.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability activity.

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| Systems & Processes | <ul style="list-style-type: none"> • Identifies, develops, documents and maintains the currency of processes associated with the efficient and effective use of Community & Place's Information Systems. • Maintains relevant workflows, registers, databases and systems, ensuring data quality and governance. • Ensuring data is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Develops the processes and procedures that support the work of the Directorate. |
| Resources,
Governance,
Compliance & Risk | <ul style="list-style-type: none"> • Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Tertiary qualification in relevant discipline such as Information Technology or equivalent experience.
- Relevant experience in a similar role is required.
- Advanced experience in the efficient utilisation of information systems and technology.
- Demonstrated experience utilising Information Systems including configuration, implementation, data management, administration and ongoing maintenance and effectiveness.

Skills and Knowledge:

- Advanced data management software skills.
- Advanced computing, numeracy and literacy skills.
- Advanced stakeholder management skills, including liaising with the software vendor.
- Advanced organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Advanced communication and problem-solving skills.
- Advanced research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Senior Project Manager, Community & Place Director, Managers and Coordinators to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Date:

Next Up Leader Name

Date;