

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Digital Advisor – Cultural Development	DIRECTORATE: Community & Place	DATE: March 2019
REPORTS TO: Manager Cultural Development	SERVICE UNIT: Cultural Development	LEVEL: 6/7
POSITION NUMBER: CD11004	SUB UNIT:	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 Manager Cultural Development, 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 and methods 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; government departments and agencies; other local governments; the business community; vendors and suppliers; and City Leaders and employee. The role is required to develop collaborative working relationships with internal and external stakeholders to support and facilitate effective delivery of digital services.

A challenging aspect of the role is completing multiple projects within a dynamic environment that includes changing and competing priorities with tight timeframes.

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

Leads and manages the development and delivery of digital services and systems within Cultural Development, ensuring that digital services meet the needs of the community and the City’s 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	<ul style="list-style-type: none"> • 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. • Collaborates with service unit staff to develop innovative approaches to digital services in support of the City’s objectives.
Customers & Stakeholders	<ul style="list-style-type: none"> • Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution. • 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. • Builds effective working relationships with customers and stakeholders to ensure continuous improvement of the digital services and systems within the service unit.
Efficient & Effective Delivery	<ul style="list-style-type: none"> • Develops, implements and evaluates digital services and systems within the service unit, including the development of plans aligned to digital direction of the City, ensuring that services are cost effective, reliable and meet the needs of the community. • Researches, analyses and reviews digital services and systems relevant to the service unit, identifying new and emerging technologies, developing evidence based options and recommending solutions that improve the community’s access to relevant services. • Provides advice and guidance to customers and stakeholders on digital services and systems, in accordance with relevant policies, procedures and legislation. • Prepares reports in functional area or activity tailored to the needs of the audience. • 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.
Systems & Processes	<ul style="list-style-type: none"> • Manages and maintains service unit systems and website, ensuring that content is easily accessible to the community. • Maintains relevant registers, databases and systems, ensuring that information 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. • Contributes to the development of processes and procedures that support the work of the Service Unit.

Resources,
Governance,
Compliance & Risk

- Manages allocated budgets to demonstrate cost effectiveness and efficiency in the pursuit of service unit objectives.
- Procures digital resources and systems, in accordance with relevant policies processes and procedures.
- 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:

- Qualification in relevant discipline such as Information Technology, Library and Information Science or relevant experience.
- Relevant experience in a similar role is required.
- Advanced experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Advanced computing, numeracy and literacy skills.
- Advanced organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Advanced communication and problem-solving skills.
- Advanced research and analysis skills.
- Intermediate negotiation and influencing 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 Manager Cultural Development, Coordinator Library Services and Coordinator Cultural Services 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

Darren von Bergheim

Signature



Date

20th March 2019

Next Up Leader Name

Debbie Terelinck

Signature



Date

21 March 2019