CBCity Position Description

Position Title	Team Leader Spatial and Customer Information
Department	People and Performance
Unit	Information Communication and Technology
Team	Information Management
Supervises	4
Reports To	Coordinator Information Management
Grade Range	J
Date Prepared	21/06/2023
Date Last Updated	21/06/2023

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**

We work as one **team**

We act with **integrity**

We care about our **customers**

We **continuously improve**

Primary purpose of position

The position will be responsible for leading Council's Spatial and customer Information function through customer focussed services and accurate spatial information systems.

Accountabilities

- Provide effective people leadership of the team, including coaching of team members to achieve outcomes.
- Enhance the quality of the customer experience delivered to users through the business unit through ongoing review of services provided, improvement programs, monitoring of service levels and the capability levels of the team in meeting the business needs.
- Manage the Geographic Information System (GIS) and property system to maintain various datasets, conduct spatial analysis and produce a variety of high quality products and services to customers.
- Manage and maintain Council's Property numbering policy and process
- Manage and maintain Council's Name and Address register.
- Provide a high level of customer service to both internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.
- Lead Special Projects as required.
- Additional duties as required within the limits of the employee's skill, competence and training

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2		
Capability Group	**Capability Name**	**Level**
Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
Results	**Plan and Prioritise**	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Personal Character		
Display Resilience	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and • Gives direct and honest feedback/ advice • Listens when challenged and seeks to • Raises and works through challenging issues and seeks alternatives
Results		
Plan and Prioritise	Advanced	• Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience
Essential Qualifications
- Tertiary qualifications in Spatial Information/GIS or related discipline
- Drivers Licence

Essential Experience
- Demonstrated experience leading people and teams to achieve outcomes.
- Experience in Spatial Information related services
- Specialised knowledge and experience in the application of Property, GIS and related systems

- Extensive written and verbal communications skills, with the ability to communicate technological solutions related concepts to technical and non-technical audiences at various levels.

- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service
- Demonstrated committment to Council's values

Desirable Qualifications and or Experience
- Previous Public Sector experience
- Previous experience using Mapinfo
- Previous experience using Autocad

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☑	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☑
Could there be a conflict of interest with secondary employment?	☑	☐