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|--------------------------|--------------------------------|
| Position Title | Place Coordinator |
| Department | City Future |
| Unit | City Improvement |
| Team | Place Improvement |
| Supervises | NIL |
| Reports To | Coordinator, Place Improvement |
| Grade | J |
| Date Prepared | 4/04/2022 |
| Date Last Updated | 25/11/2024 |

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

This position will be responsible for improving the look and feel of our town centres and open spaces, focusing on place-based management.

The Place Coordinator will collaborate with key stakeholders internally and externally to ensure services are aligned with strategic plans that meet community expectations, with a strong focus on relationships, monitoring, reporting, data and promotions.

Accountabilities






- Coordinate, support and encourage cooperation across different Council business units to improve service and activity standards that contribute to how town centres and open spaces are cleaned and maintained
- Implement and manage place-based audit programs to achieve high service standards and customer satisfaction
- Continuously review service levels to ensure they align with internal and external expectations for whole of place service delivery
- Work across the organisation at all levels on continuous improvement of systems and processes that impact on whole of place management
- Manage the facilitation of action plans and rapid response with other business units as required
- Manage and facilitate internal stakeholder collaboration and learning programs
- Develop and monitor business and community engagement programs
- Build relationships with internal and external stakeholders to build trust and improve whole-of-place
- Coordinate performance reports and promotions
- Assist with place-based data collection, identification and interpretation
- Provide specialist area knowledge and advice for towns centres and place designs, improvements and events, advocating on behalf of businesses and community
- Build relationships with external stakeholders place and operational managers to facilitate learning and improvements

- Keep up to date with developments in place management, service and maintenance programs, equipment and technology to assist with improving place

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 – Senior Technical/ Professional Specialist

| 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 | Adept |
| | 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 | Advanced |
| | Deliver Results | Advanced |
|  Resources | Finance | Adept |
| | Assets and Tools | Adept |
| | Technology and Information | Adept |
| | Procurement and Contracts | Adept |
|  People Leadership | Manage and Develop People | N/A |
| | Inspire Direction and Purpose | N/A |
| | Optimise Workforce Contribution | N/A |
| | Lead and Manage Change | N/A |

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 | | |
| Customer and Community Focus | Adept | <ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services |
| Relationships | | |
| Influence and Negotiate | Adept | <ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas |
| Results | | |
| Deliver Results | Advanced | <ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results |

| | | |
|---------------------------|----------|--|
| | | <ul style="list-style-type: none"> • Implements and oversees quality assurance practices |
| Personal Character | | |
| Lead Self | Advanced | <ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve |

* 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 and/or extensive equivalent experience
- Current C Class Driver Licence.

Essential Experience

- Demonstrated experience and knowledge across several functional areas within relevant field and collaboratively working with internal/external stakeholders

- Excellent interpersonal skills and demonstrated ability to form positive relationships with a wide range of stakeholders, groups, organisations, and individuals
- Demonstrated experience in change management or continuous business improvement
- Experience of working in a political environment requiring sound judgement, being astute and demonstrating political acumen
- Demonstrated experience in Customer Experience and satisfaction
- Active and energetic motivated by seeing tangible results from own action
- Excellent written and verbal communication skills
- Strong management and people skills, with the ability to motivate and lead others to achieve successful outcomes and increased performance

Desirable Qualifications and or Experience

- Local Government Experience

| HUMAN RESOURCES USE (SELECT YES OR NO) | YES | NO |
|--|-------------------------------------|-------------------------------------|
| Does this position fall under the definition of child related employment? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Does this position require incumbent to undergo criminal reference check? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Will incumbent need to make disclosure of pecuniary interest? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Could there be a conflict of interest with secondary employment? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |