

<b>Position Title</b>	Coordinator, Place Improvement
<b>Department</b>	City Future
<b>Unit</b>	City Improvement
<b>Team</b>	Place Improvement
<b>Supervises</b>	5
<b>Reports To</b>	Manager City Improvement
<b>Grade</b>	K
<b>Date Prepared</b>	30/04/2025
<b>Date Last Updated</b>	30/04/2025

## 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 leadership role guides place-based, community-focused improvements by leveraging data, insights, and cross-organisational collaboration. Leading a small team, you will influence service outcomes, champion continuous improvement, and help shape public spaces that are clean, well-managed, and aligned with community expectations.

## Accountabilities





- Inspire & Lead the Team: Lead, manage, and inspire team members towards the shared vision, values, and strategy, fostering a positive, collaborative work environment.
- Lead strategic place management: Develop and implement a place improvement plan based on data-driven insights and community needs, ensuring service standards are prioritised and aligned with the organisation's goals and the evolving requirements of the community.
- Oversee Service Monitoring & Improvement: Ensure the continuous improvement of service delivery by managing and reviewing place-based audit programs, performance standards, and tracking key metrics.
- Foster Stakeholder Collaboration: Build and maintain strong relationships with internal and external stakeholders, ensuring services align with both strategic priorities and community expectations.
- Champion Continuous Improvement: Lead and support operational improvements across the organisation to enhance whole-of-place management and service delivery efficiency.
- Build Business Relationships: Oversee business engagement programs, ensuring they foster trust, collaboration, and active participation in the enhancement of public spaces.
- Manage Data Collection & Reporting: Ensure accurate data collection and reporting on service performance, using insights to inform decision-making and drive improvements.
- Develop and Track Business Goals: Develop, track, and report on yearly team plans, goals, budgets improvements, and outcomes, ensuring alignment with corporate plans and strategies to measure success and progress.
- Lead learning, & Communication: Develop programs to facilitate learning, share insights, and build internal capability. Use storytelling to provide regular updates to senior leaders on community and organisational issues, driving continuous improvement.

- **Provide Expertise & Advocacy:** Offer specialist advice on town centre design, maintenance improvements, and community initiatives, advocating for both business and community interests.
- **Stay Industry-Focused:** Keep the organisation up to date on industry best practices, emerging trends, and innovative solutions in place management, ensuring continuous improvement in service delivery.
- Any other duties as assigned by Manager City Improvement and/or Director City Future.

## 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 1

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

## 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
<b>People Leadership</b>		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> <li>• Translates organisational vision and strategy into operational goals to help staff understand their own contribution</li> <li>• Builds a shared sense of purpose through involving people in defining priorities and cascading goals</li> <li>• Regularly communicates progress against business unit and organisational goals</li> <li>• Creates opportunities for recognising and celebrating high performance at the individual and team level</li> </ul>
<b>People Leadership</b>		
Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Knows the individual strengths, weaknesses, goals and concerns of members of the team</li> <li>• Fosters high performance through effective conversations and feedback and by providing stretch opportunities</li> <li>• Identifies and develops talent across the organisation</li> <li>• Coaches and mentors staff to foster professional development and continuous</li> <li>• Implements performance development frameworks to align capability with the organisation's current and future priorities</li> <li>• Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> </ul>

		<ul style="list-style-type: none"> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Results</b>		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>Personal Character</b>		
Lead Self	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>

\* 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 Place Management, Urban Planning, Business Administration or relevant fields and/or extensive equivalent experience
- Current C Class Driver Licence.

### Essential Experience

- Demonstrated experience in the development of leadership at all levels and performance management of team members
- Demonstrated experience and knowledge across several functional areas within relevant field and collaboratively working with internal/external stakeholders
- Demonstrated experience in problem solving change management, continuous business improvement to address challenges and improve service delivery.
- Demonstrated skills in developing business plans and strategies to deliver services within budget and agreed service levels
- Demonstrated experience in project management including planning, executing, overseeing and reporting
- Excellent written and verbal communication
- Excellent interpersonal skills and demonstrated ability to form positive relationships with a wide range of stakeholders, groups, organisations, and individuals.
- Experience of working in a political environment requiring sound judgement, being astute and demonstrating political acumen

## Desirable Qualifications and or Experience

- Local Government Experience
- Urban Planning or Design Experience
- Place Management Certification
- Continuous Improvement / Process Improvement Certifications
- CX 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"/>