

## Position Description

<b>Position Title:</b>	<b>Team Leader Asset Data and GIS</b>
<b>Business Unit:</b>	Asset Management
<b>Department:</b>	Infrastructure Services & Planning
<b>Directorate:</b>	Business Engineering & Major Projects
<b>Classification:</b>	Band 7
<b>Date:</b>	June 2021
<b>Reports to:</b>	Coordinator Asset Management
<b>Supervises:</b>	Asset Management System Analysts, Asset Systems Administrator, GIS Coordinator, GIS Officer
<b>Internal Liaison:</b>	Coordinator Asset Management, Team Leaders, Managers, Staff
<b>External Liaison:</b>	Community Agencies, Authorities, Contractors, Public, Community Groups, Consultants, Professional Bodies, Relevant Government Departments (State, Local, Federal)

### 1. Position Objective

The primary objectives of the position are to:

- To effectively lead, supervise and manage the operations of the Asset Data and GIS Team to ensure Business Plans, Service Standards, Budget and Team outcomes are achieved using Continuous Improvement Principles.
- To develop, maintain and improve business systems and processes for managing infrastructure assets, capital projects, maintenance and service delivery.
- To improve the data quality within the systems to ensure that the data requirements of the organisation are met.
- To ensure that data, systems and processes fully support the needs of the Asset Management Lifecycle at every stage including:
  - Planning
  - Acquisition/Construction/Development
  - Maintenance and Operations
  - Review and revaluation
  - Disposal

### 2. Key Responsibility Areas / Position Specific Responsibilities *\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

The position is directly held responsible to:

#### Business Analysis

- Work with all of the Departments within Engineering Services Directorate to analyse, review and implement improvements in asset, project, contract and works management business processes, including making sure that audit recommendations are addressed and incorporated.
- Provide, develop and improve the quality of the following:
  - reporting functionality and extraction of data for regular and ad-hoc reporting from IT systems.
  - information, processes and systems to improve customer service.
  - support evidenced-based decision making and ensure quality service delivery.
  - Problem solve and recommend solutions and improvements to facilitate the achievement of best practice asset, project and works management within Council.
  - Review of policies, standards and work procedures to improve the quality of service provided to clients.
- Develop and prepare functional specifications for the systems that include:
  - identification and prioritisation of “end user” requirements of information support system(s).
  - analyse current practices, systems & processes, and assess the functionality of current corporate systems to deliver the “end user” requirements.
  - Identify and define gaps and deficiencies in current practices, systems & processes Identify “tried & tested” options for improvements & evaluate preferred options.
- Utilise business process re-engineering principles to assist Directorate staff in mapping and streamlining processes.
- Challenge existing operational methods and identify and refer risk issues.

### Project Management

- Manage business system and process improvement projects including developing project plans, undertaking research, analysing data, preparing business cases, assisting in procurement, leading and implementation and overseeing ongoing operations.
- Assist with the management of system selection and implementation projects using structured project management methodologies.
- Advocate and liaise with external consultants and system providers to ensure prospective and existing information systems vendor support, product and services meet Council's business requirements.
- Provide clear direction and open communication to facilitate openness and trust.

### Systems Selection & Enhancement

- Create Technical specification and test plans and test preferred IT system & reporting solutions to ensure that requirements in the functional specifications are delivered.
- Assist in the identification, specification and implementation of new or enhanced corporate systems, including system integration with existing corporate systems.
- Coordinate the user acceptance and testing activities for new systems or major releases.
- Identify opportunities for improved integration of corporate systems.

### Customer Support

- Provide effective liaison between staff and vendors, to ensure user business needs are met.
- Demonstrate professionalism, ethical work standards and a high level of integrity.

### Planning

- Provide input into the development and review Service Standards, Business Plans and Annual budgets to meet corporate and Departmental objectives.
- Plan and coordinate tasks to achieve Business Plan and Budget requirements.
- Staff resourcing, incorporating work allocation, workflows, performance and quality controls.
- Contribute to succession planning (to address an ageing workforce).

### Reporting

- Monitor and report on expenditure and variances for contracts and other operations.
- Report on business plan outcomes.
- Provide specialist advice and produce reports on Engineering Services issues.
- Develop reports using data from the various asset systems as required, including reports on the KPI's of various strategies and plans across the organisation.
- Ensure safety, quality and environmental reports are compliant and meet organisational standards.

### Innovation and Change

- Seek out new ways of doing things and providing service in a more innovative and efficient manner in the pursuit of Best Practice and Continuous Improvement.
- Challenge existing operational methods.

### Leadership

- Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity.
- Provide clear direction and open communication to facilitate values of openness and trust within the team.
- Motivate staff by ensuring they have the necessary role clarification, support and resources for the job.
- Ensure performance feedback is provided to individuals and the team.
- Support each other in a team environment to recognise individual team achievements.
- At all times, maintain confidentiality regarding employees, ratepayers and customers.
- Embrace, demonstrate and encourage the REACH Values.

### Operational

- To supervise and lead the day-to-day operations of the Asset Data and GIS Team within the Asset Management & Service Delivery team.
- Monitor operations and adjust accordingly to deliver Service Standards.
- Assist with development and monitoring the team's budget.
- Commit expenditure and approve payments within the budget to an amount delegated by the Chief Executive Officer and the Coordinator Asset Management.
- Workforce planning to ensure appropriate staffing levels.
- Ensure Council policies and procedures are followed with integrity and compliance.
- Ensure continuous improvement principles are applied and all OH&S requirements are met
- Identify training needs and implement appropriate training programs as required.
- Provide support to other members of the team during staff absence or periods of peak workload.

### 3. Accountability and Authorities

The position is directly accountable for:

- Effective leadership and supervision of the operations of the Asset Data and GIS team, including:
  - effective planning, work allocation, workflows, performance, quality controls and leave management, identifying and managing risk issues.
  - ensuring contract management is in accordance with corporate standards.
  - the team have the necessary role clarification, support, resources and training for the job.
  - conduct performance management tasks as required and with the assistance from the Coordinator Asset Management.
- Demonstrating leadership incorporating professionalism, ethical work standards and a high level of integrity, ensuring:
  - safety, quality and environmental practices and principles are applied to the highest standards.
  - Council policies and procedures are followed with integrity and compliance and continuous improvement principles are applied.
  - excellent customer service standards are applied, and issues resolved.
- Meeting Business Plans and annual Budgets to achieve corporate and Departmental objectives:
  - managing resources, the freedom to act is governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
  - providing specialist advice to or regulating clients or contractors, the freedom to act is subject to professional and regulatory review. The impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
  - involved in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

### 4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- This position is essentially problem solving in nature and the nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations. The primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Independently:

*Required to make well thought through, sound judgements and decisions on:*

- Application of specialist expertise, advice and recommendations whilst maintaining responsible for financial commitments, expenditure and payments.
- Support the development and management of business plans and budgets, allocating resources to meet work demands, including planning, priorities and contingencies.
- Managing contracts and contractors, developing and varying (data) maintenance programs, resolving customer requests, determining and applying corrective actions as necessary.
- Staff and contractor performance and leave issues

With Input from the Coordinator Asset Management

- Assist in developing business plans and budgets as well as developing plans for efficiency improvement, considering long and short term resource planning issues.
- Resolve contract disputes efficiently and with minimal impact.
- Resolve human resource issues quickly before they escalate as well as developing team training and development programs to maximise productivity.

Recommends to the Coordinator Asset Management

- Opportunities for efficiency gains with feasible options as well as improvements to existing work systems and work procedures which result in cost savings and more efficient business practices.
- Variations to service standards to adapt to and meet the needs of different situations.

Guidance

- Works under direction from the Coordinator Asset Management.
- Before seeking guidance, it is expected that issues will have been independently researched and a range of options / solutions developed for consideration.
- Guidance is not always available within the organisation.

## 5. Specialist Skills and Knowledge

The essential position requirements include:

- Proven record of experience and skills in developing, maintaining and improving business systems and processes for managing infrastructure assets, capital projects, maintenance and service delivery. This will involve strong business acumen, and expertise in project/contract management, financial analysis and information technology.
- Expertise in systems and data analysis including improving data quality within systems, reporting and analysis of data to meet the data output needs of the organisation.
- Expertise in Asset Planning and/or Information Services functions in a large organisation, including proven record of experience and skills in leading and influencing a team to achieve agreed business objectives.
- Proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities, utilising highly developed investigative, research and analytical skills.
- Analytical and investigative skills are required to enable the formulation of creative policy and system development options from within a broad organisation-wide framework.
- An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Financial management skills and business acumen along with the capacity to balance operational and strategic thinking as well as advanced to expert PC literacy, incorporating MS Office applications.

## 6. Management and Interpersonal skills

The essential position requirements include:

- Proven skills managing time, setting priorities, planning and organising one's own work and that of a professional team, demonstrating the capacity to manage a broad range of projects, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures. This includes coordinating staff and tasks simultaneously to achieve desired outcomes.
- The position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. They would be also expected to contribute to the development and implementation of long term staffing strategies.
- Expertise in planning, and monitoring performance of staff and contracts, ensuring quality controls and effective management of staff leave arrangements.
- Liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- Capacity to gain cooperation, motivate, develop, coach and mentor staff, partner with contractors and satisfy a diverse range of stakeholders in broadly defined business systems and processes.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, liaison, presentation, advocacy and facilitation.
- A 'can-do' approach which incorporates professionalism, ethical standards and integrity, including an excellent customer service focus supported by actions and outcomes.

## 7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be assessed on the following:

- Relevant tertiary qualification in Data Management, Business Information Systems, Information Technology, with significant subsequent relevant experience, including experience and skills in project and change management (preferably including Process Improvement). Relevant experience should include:
  - Expertise in Asset Planning and/or Information Services functions in a large organisation, particularly in systems and data analysis including improving data quality within systems, reporting and analysis of data to meet the data output needs of the organisation.
  - Proven record of experience and skills in developing, maintaining and improving business systems and processes for managing infrastructure assets, capital projects, maintenance and service delivery.
- Strong business acumen and expertise in financial analysis and information technology as well as advanced to expert PC literacy
- A proven successful record of leading staff and contractors to achieve business objectives, incorporating operational programming and project management.
- Highly developed problem solving, investigative, research and analytical capacity.

- Highly effective interpersonal verbal and written communication skills, for influencing, presentation, advocacy and facilitation along with documenting business cases, end user requirements, technical specifications, work procedures, business process maps and reports.

### **Verification**

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

#### **Prepared by:**

<b>Name:</b>	Alison Saunders	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### **Manager:**

<b>Name:</b>	Charles Taveira	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### **Director:**

<b>Name:</b>	Paul Kearsley	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### **Position Occupant:**

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

### **Inherent Physical / Cognitive Requirements of the position**

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: [name]

Signature

Date \_\_\_/\_\_\_/\_\_\_

<b>Cognitive Demand</b>	<b>Yes</b>	<b>No</b>
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others	✓	
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

## Position Description

### APPENDIX 1

#### **Additional Key Responsibilities for all employees (but not limited to):**

##### Business Unit Responsibilities

- Undertake Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

##### Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.