



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	TEAM LEADER, COMMUNITY EXPERIENCE
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS WORKPLACE AGREEMENT No14 2021 (as amended or replaced)
CLASSIFICATION:	SAMSOA LEVEL 6
DEPARTMENT / DIVISION:	BUSINESS EXCELLENCE / COMMUNITY EXPERIENCE & RELATIONSHIPS
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	MANAGER, COMMUNITY EXPERIENCE & RELATIONSHIPS
DIRECT REPORTS:	CUSTOMER EXPERIENCE REPRESENTATIVES
POSITION NUMBER:	000509

POSITION OBJECTIVES:	<ul style="list-style-type: none"> • Lead the daily operations of the Community Experience team to ensure the achievement of functional objectives, business plan and budget. • Deliver exceptional community service to all of council's internal and external customers. • Work with the Business Transformation team to support the delivery of relevant initiatives aimed at enhancing exceptional Community Experience.
VALUES AND BEHAVIOURS:	<p>These values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> • Create a sense of belonging & pride in the Salisbury community. • Respect individual differences. • Speak up when you don't feel respected, or are not being treated respectfully. • Look after the wellbeing of our community, ourselves and those around us. <p>Accountable</p>

	<ul style="list-style-type: none"> • Take personal ownership and follow through. • Deliver on what we say we will do. • Believe that the Community comes first. • Speak up when it is important. <p>Collaborative</p> <ul style="list-style-type: none"> • Work together, committed to a common purpose. • Openly share information. • Find ways to connect people for better outcomes. <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do. • Create new futures and look for opportunities. • Make a positive difference.
<p>KEY RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Provide leadership to the Community Experience team, including staff rostering and leave management. • Oversee the performance of the team and ensure staff PDP processes with Community Experience Team are delivered within required timeframes. • Oversee and monitor customer enquiries, utilising existing systems. Proactively seek feedback from customers wherever possible and produce reports as required. • Review Community Experience Team operation procedures, including procedural documentation. • Working with the Business Transformation Team as a subject matter expert to develop, implement and improve corporate IT systems to enhance customer service delivery and Community Experience Team operations. • Responsible to review, interpret and report on the Community Experience team performance data including key statistical analysis. • Consistently apply the Community Experience Charter and coordinate service delivery and improvement. • Ensure appropriate workforce planning to cover the requirements of customer service across the Council. • Undertaken specific project work delegated from the Manager, Community Experience and Relationships as required.
<p>WHS RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy.

	<ul style="list-style-type: none"> Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. To manage all Corporate Records in accordance with required procedures. Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	<ul style="list-style-type: none"> To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	<ul style="list-style-type: none"> Demonstrated experience in the day to day leadership of a Community Experience team including rostering, leave management and performance monitoring. Knowledge and understanding of customer service frameworks and methodologies. Knowledge and understanding of engagement frameworks and methodologies. Extensive interpersonal skills; including listening, empathy, sensitivity to particular needs and individual differences, assertiveness, confidence, and the ability to stay calm in difficult situations. Demonstrated experience in working in a cross-organisational context, and an ability to build positive and constructive working relationships. Ability to motivate, coach and involve staff in customer service, community engagement and integrated planning. Proficient computer skills in Microsoft Office software packages, information systems, telephone systems and corporate IT systems including Salesforce, Pathway and ECM. Effective budget management skills. Numeracy skills; including the ability to accurately record and balance monies received by council, following appropriate financial processes. Excellent verbal and written communication skills and attention to detail.
DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> A tertiary qualification in Communications, Public Relations or other relevant field and/or demonstrated substantial experience. Training certificates, skills or qualifications in handling difficult customers, interviewing skills or related skill development. Demonstrated experience in a customer focused service delivery environment. Experience delivering customer service in a complex, diverse or professional environment in the service delivery industry. Demonstrated experience in change management processes Ability to assess, design and configure software modules relating to customer communications and corporate IT systems

	<ul style="list-style-type: none"> • An understanding of the Salisbury Community, environment, services, businesses and people. • A good understanding of legislation relating to Local Government.
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Expected to attend relevant committees and Council meetings. • Some out of hours work will be required.
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

AGREEMENT:		
This position description reflecting the responsibilities, duties and skill requirements for the position, has been discussed with the incumbent.		
POSITION INCUMBENT NAME:	SIGNATURE:	DATE: