

<b>Title</b>	Director Service Delivery
<b>Classification</b>	Senior Officer
<b>Reports to</b>	Chief Executive Officer
<b>Division / Group</b>	Service Delivery
<b>Position Number</b>	
<b>Approved By</b>	
<b>Employment Basis</b>	
<b>Employment Type</b>	Full Time
<b>Probity Checks</b>	Police Check
<b>Right to work</b>	Employment at Moonee Valley City Council is conditional upon having the right to work in Australia. Evidence of this right will be required.

#### About Moonee Valley

Moonee Valley City Council is a local government within the north-west metropolitan area of Melbourne, Victoria, Australia.

We formed in 1994 as the result of a merger between the City of Essendon and City of Keilor.

Our city is a mostly residential area covering 43 km<sup>2</sup>, located between four and 13 kilometres from Melbourne's CBD. The city is divided into three wards – Rose Hill, Buckley and Myrnong.

Around 118,000 residents or 47,000 households call Moonee Valley home. The community is culturally and linguistically diverse, with more than a quarter of the population born overseas

We are responsible for providing a range of services for residents and businesses within the City of Moonee Valley. These include areas of childcare, aged and disability, libraries, animal registration, planning, street cleaning, parking management, citizenship ceremonies, garbage collection and recycling.

We also look after community buildings, footpaths and roads, parks and gardens, bridges, drains and street furniture, environmental areas, recreation centres and sporting grounds.

We have a set of customer service standards that we believe in and follow.

Our Moonee Valley 2040 Strategic Plan sets out the Strategic Direction of Council. Moonee Valley Council Staff are led by Chief Executive Officer Helen Sui, with the leadership structure serving the organisation and community from the perspectives of three key functions: **Think, Do and Enable.**

#### Internal Stakeholders

- Councillors
- Chief Executive Officer
- Executive Team
- Management
- All Staff

- External Stakeholders**
- Citizens
  - Local Government Victoria
  - Other Municipalities
  - Statutory Authorities
  - Government Departments
  - Community Groups/Organisations
  - Parliamentarians
  - Commercial/Trade/Business Groups
  - Staff of other Municipalities
  - Peak Bodies

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- Team Structure**
- Number of Direct Reports      7
  - Positions directly reporting to this role,
    - Manager Community Development
    - Manager Aged and Disability
    - Manager Family and Children's Services
    - Manager Asset and Major Projects
    - Manager Engineering Services
    - Manager Works and Emergency Management
    - Manager Parks and Gardens
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### **Position overview**

This position is responsible for leading the development and delivery of the strategic priorities of the Service Delivery Directorate, organisation wide planning and ensuring the effective delivery of relevant customer-centric services and activities.

This is to be achieved through strong leadership and engagement with key stakeholders and staff, a commitment to continuous improvement, and informed by a deep understanding of community needs.

As a member of the Executive Leadership Team, this position provides feedback and input into a range of organisational-wide issues and initiatives, and will regularly contribute to, or lead, cross-functional projects.

### **Key Result Areas**

- Provide effective leadership and management to the following business units:
  - Community Development
  - Aged and Disability
  - Family and Children's Services
  - Assets and Major Projects
  - Engineering Services
  - Works and Emergency Management
  - Parks and Gardens

- Develop and build a high-performance culture within the Unit.
- Work collaboratively with the other two directorates in developing, implementing and monitoring performance against MV2040, strategies and plans.
- Be responsible for the delivery of programs and/or services while ensuring they are delivered in a professional, legal, ethical and efficient manner, with the best interests of the organisation and community as the key driver.
- To ensure compliance with relevant legislation, and proactive management of organisational risks.
- Provide frank and fearless advice to the CEO and through the CEO to Council;
- Demonstrate Council's Values and Behaviours as outlined below;

## Our Values



- Be willing to try, succeed, fail and learn.
- Share ideas generously and listen to others with interest.
- Assume positive intent.



- Act with foresight.
- Behave honestly for the benefit of our community.
- Take responsibility for your actions.



- Find the best way to move forward.
- Tackle the issues that make progress towards our goals.
- Create things that add value for our organisation and the community.

### Accountabilities

- Meet or exceed all objectives and measures, as determined through planning and reporting processes.
- Act as a custodian of organisational values, through the consistent championing and role modelling of the values, and the development and embedding of our preferred organisational culture.
- Monitor and review relevant services and service activities with the objective of achieving the most impactful mix of services, service levels and service performance to meet customer needs and expectations, within given resource constraints.
- Develop and maintain a high performing and engaged team, equipped to deliver on both current and emerging needs.
- Proactively develop, implement and monitor work practices and systems that support the health, safety and wellbeing of staff, contractors, the public and any other parties.
- Identify, explore and implement systemic change and improvement initiatives on a continuous basis, applying change management techniques and building change readiness and resilience amongst staff.

- Lead, and / or contribute to, the development and/or implementation of projects and initiatives, ensuring benefits are realised.
- Build and maintain effective relationships with all relevant stakeholders (internal and external), embracing a collaborative and consultative approach wherever possible.
- Engage proactively in Council, organisational and service level planning and reporting processes to ensure strategic plans are in place to deliver the desired community outcomes, risks are identified and managed, and relevant priorities, issues and performance are understood, tracked and communicated.
- Communicate effectively with Council in a timely manner, as required, which may include the development and submission of reports, discussion papers and advice.
- Responsibly and effectively manage the directorate's resources, including regular monitoring and analysis of financial performance.
- Represent the City of Moonee Valley at organisational events, meetings, engagement activities and other forums, as required (which may be held outside of standard business hours).
- Contribute constructively to the shared projects, initiatives, activities and conversations building trust and collaboration with ELT colleagues.
- Read, understand, comply with and uphold all relevant policies, procedures, regulations and guidelines, which are subject to change from time to time.
- Other duties as required and / or directed.

## **Selection Criteria**

### **1. Qualifications**

- a. Degree in relevant field, combined with considerable experience in effectively managing teams.

### **2. Experience and Knowledge**

- a. Experience in planning, leading and delivering high-quality services and programs.
- b. Considerable experience in a professional, high performance work environment.
- c. Knowledge and experience in the delivery of both Community and Asset and Infrastructure services

### **3. Leadership Capabilities**

- a. Demonstrated management skills including a combination of technical expertise and political, social, legal, economic and financial acumen.
- b. Demonstrated behaviour consistent with Council's Values (Be open, know your impact, make it count)
- c. Demonstrated ability to proactively lead and motivate staff to achieve operational objectives.
- d. Ability to transform teams and drive continuous improvement initiatives to achieve key deliverables for the Directorate.
- e. Lead and Manage change by initiating, supporting and championing change whilst assisting others to accept and engage with change
- f. Manage and Develop people by engaging, empowering and motivating staff as well as developing the capability and potential of others.

- g. Political and commercial acumen by reading changes in community trends and expectations to deliver value
- h. Strategic thinking in promoting translating and communicating Council's vision and goals and contributing strategically to their realisation

#### **4. Management Skills**

- a. Requires strong leadership skills to shape strategy and direction, and achieve objectives and goals, with consideration of organisational and external constraints to shape strategy and direction, and achieve objectives and goals, with consideration of organisational and external constraints and opportunities.
- b. Requires advanced people leadership skills to recruit, develop, motivate and retain a high performing team.

#### **5. Judgement and Decision Making**

- a. Effective judgement and decision-making skills for complex, sensitive and politically charged issues and situations.

#### **6. Specialist Knowledge and Skills**

- a. Well-developed interpersonal skills including the ability to negotiate, influence and motivate others to achieve positive outcomes.

#### **7. Interpersonal Skills**

- a. Requires advanced relationship building, collaboration and stakeholder management skill, to be applied amongst both internal and external stakeholders.
- b. Requires the ability to persuade, convince and negotiate with relevant parties, including but not limited to colleagues, partners, stakeholders, community members and service providers
- c. Requires the ability to persuade, convince and negotiate with relevant parties, including but not limited to colleagues, employees, partners, stakeholders, community members and service providers.
- d. Demonstrated commitment to continuous improvement and the proven ability to lead teams to achieve key deliverables