



Position Description

Coordinator Works Programming & Continuous Improvement

Division	City Operations
Portfolio	City Maintenance
Business Unit/s	Works Programming & Continuous Improvement
Level	7
Reports To	Manager City Maintenance
Prescribed Position	No

Position Objective

The Coordinator Works Programming and Continuous Improvement is responsible for leading the strategic planning, development, integration, and delivery of work programs for Council's operational and field teams. The role drives a data-informed and customer-focused approach to works programming and performance reporting. It ensures that operational work programs are prioritised, coordinated and optimised through robust analytics and cross-functional collaboration. Additionally, the Coordinator leads regular reviews and analysis of completed works, ensuring the organisation is furnished with meaningful information on works performance relating to set targets.

This role is a key representative of the broader City Operations division and is instrumental in driving operational excellence through innovation & continuous improvement, while also championing Customer Experience and People Experience. Paramount to its success, the Coordinator is actively creating relationships with stakeholders from across the organisation and championing the use of technology and artificial intelligence (AI) to enhance our operational excellence.

Key Responsibilities

- Participate in driving a 'safety first' culture and providing leadership of the safety and wellbeing of staff in accordance with the Work Health & Safety Act 2012. Provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Lead and mentor a small team of works programmers, fostering a culture of collaboration, innovation and excellence.

- Lead the design and delivery of works programs to ensure the City assets are maintained to align with organisational goals and community needs.
- Coordinate cross-departmental input to ensure alignment and optimisation of operational works are balanced with other priorities such as reactive works, renewal plans and capital projects.
- Identify risks and opportunities within work programs to support continuous improvement in service delivery and financial sustainability.
- Develop and maintain advanced analytics frameworks, dashboards, and tools to monitor performance, track delivery, and support decision-making.
- Provide expert advice on data trends to guide program prioritisation and resource allocation.
- Lead the planning and delivery of new corporate initiatives, campaigns, technologies and processes within the City Operations division, ensuring alignment to time, cost and quality requirements.
- Ensuring compliance with Council Policies, legislation and performance standards when delivering projects.
- Engage with residents, Elected Members, and internal customers to ensure services meet needs and expectations.
- Positively contribute to our culture by living our values which guide decision making and delivery of outcomes for our community.
- Follow defined information management practices, policies and procedures for all records created and received.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy

Selection Criteria

Essential Skills and Experience

- Proven experience in leading teams, with a focus on people experience, service delivery, budget management, innovation and operational excellence.
- Strong interpersonal and communication skills for effective stakeholder engagement including instilling shared organisational vision and purpose, ensuring alignment with strategic goals.
- Demonstrated experience in program coordination or asset management within local government or a large infrastructure-based organisation.

- Experience in the development of business cases to justify investment in innovative ideas and project management of the implementation of the ideas.
- Strong analytical and agile problem-solving skills for effective decision-making to identify new ways of working or overcome barriers.
- Ability to build internal and external relationships to support organisational objectives and providing high-quality advice.
- Ability to provide effective feedback and facilitate discussion on changes to business management systems (eg TechOne, Sales Force, etc).

Knowledge

- Knowledge of budget management and levers that influence financial performance.
- Knowledge of maintenance scheduling management principles, including maintenance systems and data management.
- Strong understanding of continuous improvement principles and methodologies (eg Lean) to analyse systems and processes to reduce waste and cost.
- Familiarity with the technical areas relating to the delivery of civil infrastructure, open space, property, and horticultural projects.
- Familiarity with the relevant Enterprise Agreements and Industrial Awards and the application of these industrial instruments in the workplace.

Qualifications and requirements

• A tertiary qualification in business management, data analytics or related field and/or commensurate demonstrated experience in lieu of formal qualifications	Essential
• Current Class C Driver's License	Essential
• Process Improvement, Project Management or related field qualifications and/or commensurate demonstrated experience in lieu of formal qualifications	Desirable