

POSITION DESCRIPTION

Position Title:	Service Review Coordinator		
Classification:	Band 8	Status	Full time maximum term
Group:	Corporate Services	Business Unit:	Business Transformation and Customer
Reports to:	Owen Hardidge		
Direct Reports:	N/A	Date:	20/06/2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

The Service Review Coordinator plays a critical role in strengthening Council's strategic service planning and continuous improvement capability. This role is responsible for leading, facilitating, and supporting the delivery of service reviews that align with Council's Service Review Framework, strategic objectives, and broader corporate planning processes.

Working in close partnership with Executive Sponsors, internal stakeholders, project teams, and the Performance and Improvement team—as well as external consultants when required—the Coordinator ensures that service reviews are conducted with rigor, appropriate consultation, and a focus on driving evidence-based decision-making by the Executive Leadership Team and Council.

As the subject matter expert in service review methodology and delivery, the role also contributes to the maturation of service planning practices and provides expert advice and support to teams across Council to embed a culture of performance, innovation, and strategic alignment.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Lead and co-ordinate the delivery of Council's service review program as approved by the Executive Leadership Team, in alignment with strategic priorities, and corporate planning processes.
- Conduct comprehensive end-to-end service reviews, including project scoping, stakeholder engagement, risk and quality assurance, and the development of key deliverables and milestones.
- Where required, engage consultants to assist with specified service review, and co-ordinate the execution of the reviews.
- Prepare high-quality reports, presentations, and business cases for senior leadership and Council that drive evidence-based decision-making.
- Partner with all Corporate Services business units (including the Performance and Improvement team) to:
 - Align service reviews and delivery to broader corporate planning processes
 - Monitor and report on Council's performance in service planning
 - Provide strategic data, insights, and recommendations for internal governance and external reporting
- Drive the continuous improvement and sector-alignment of Council's service review methodology, supporting the maturation and integration of service planning within Council's broader corporate planning and continuous improvement frameworks
- Oversee the development and maintenance of the preferred supplier list in consultation with procurement, ensuring external resources support high-quality review outcomes.
- Build and maintain trusted relationships with internal stakeholders, consultants, and cross-functional teams to embed service review practices that are insightful, consistent, and action-oriented.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Resource Management - freedom to act set by broad goals, policies and budgets; may have a substantial effect on the unit or public perception of the organisation
- Manage Specialist or Regulatory Units - freedom to act subject to goals, policies and legislation; may have a substantial effect on the community
- Deliver a positive internal and external customer experience focussed on the employee lifecycle.
- Provide leadership, specialist advice, direction and expertise on policy, goals and projects to employees, leaders and key stakeholders to support the achievement of the Council Plan and organisational strategy and goals.
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.

- Develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management. The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with limited day-to-day management.
- Involves both problem solving and policy development.
- Methods, procedures and processes are less well-defined, and employees are expected to contribute to their development and adaptation
- Requires identification and analysis of an unspecified range of options before choice can be made.
- Identify and develop policy options for senior management or employer consideration.
- Exercise independent judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions.
- Work involves the application of improvement suggestions, recommendations and problem solving
- Solve complex and high-risk problems.

SPECIALIST KNOWLEDGE AND SKILLS

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee Demonstrate initiative in managing work outcomes, opportunities and challenges.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.
- Demonstrate initiative in managing work outcomes, opportunities and challenges.
- Demonstrate specialised analytical and problem-solving skills.
- Proven ability to plan and implement workplace change to deliver outcomes for the community and organisation now and into the future.
- Possess comprehensive working knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Ability to persuade, convince or negotiate with clients, members of the public, employees, tribunals etc. and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Ability to lead, motivate and develop other employees
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication, negotiation, and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to manage a variety of tasks and issues concurrently.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of a to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.

MANAGEMENT SKILLS

- Typically involve the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Ability to effectively manage, coach and support employees throughout the organisation.
- Be proactive and prioritise activities according to level of urgency with the ability to achieve objectives despite conflicting pressures.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Promote a culture of learning by proactively seeking opportunities to challenge and develop team members and provides practical feedback to maximise performance.
- Support high performance through regular coaching with direct reports, and role modelling shared leadership.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing.
- Lead and influence a collaborative and innovative values-based culture.
- Adopt a commercial and entrepreneurial approach to the design and implementation of programs.
- Foster innovation and improves work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through a degree course and experience in the field of the employee's specialist expertise alone.
- Degree or diploma with relevant experience plus post graduate qualifications
- The necessary skills and knowledge would be gained through further formal qualifications in the field of expertise or in management, or through at least four years of experience in another specialised field. Alternatively, they might be acquired through lesser formal qualifications together with extensive and diverse experience, or intensive specialist experience.
- Extensive and Diverse Experience exceeding ten (10) years in varying disciplines.
- Demonstrated experience in managing and delivering employee lifecycle and industrial / employee relations support and guidance.
- Experience in leading, mentoring and developing a team of diverse professionals.
- Experience in working in a complex, multi-disciplinary organisation.
- Data analysis and report writing, with a strong attention to detail.
- A current Victorian Drivers Licence.

KEY SELECTION CRITERIA

- Demonstrated financial acumen and ability to manage project and team budgets effectively, with a strong grasp of project management.
- Sophisticated written and verbal communication skills, including negotiation and the preparation of persuasive reports, presentations, and business cases.
- Demonstrated ability to lead and provide expertise on policy, strategy, goals, and projects, including service planning and strategic analysis.
- Ability to work independently and make sound decisions based on experience and good judgement, while dealing with concerns effectively, diplomatically, and confidentially.
- Proven experience in engaging, influencing, and building partnerships with stakeholders at all levels—across internal business units, Executive Sponsors, governance bodies, and external consultants.
- Highly developed conceptual, analytical, and problem-solving skills, with the ability to assess service performance, align initiatives with strategic priorities, and generate evidence-based recommendations.

- In-depth knowledge of legislative, policy, and operational frameworks underpinning council services, with a strong understanding of continuous improvement, organisational performance, and capacity-building to foster a culture of innovation, accountability, and strategic alignment.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full time maximum term position
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.