

Position information

Position title	Director Community & Customer Experience
Position no.	900170
Classification	Senior Employee
Reports to	CEO
Division	Community & Customer Experience
Department	n/a

Our strategic context

Bayside 2050 Community Vision

Bayside in 2050 leads the way demonstrably as a diverse, healthy and liveable place. We value economic and cultural progress, environmental sustainability and protection of open spaces and coastline, and we nurture inclusiveness, safety, accessibility, community vibrancy, creativity, and innovation.

We exist to

partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

To be sector leading, we will focus as one Bayside on our priorities in 22/23 of:

- Customer Experience
- Diversity, Equity and Inclusion
- Measuring and improving our impact

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of Respect Each Other, Own It, Work Together and Find Better Ways.

Key responsibilities

You are empowered to

- Work within the executive team to drive and achieve Council's strategic priorities; with a particular focus on continuing to build the organisation's capability to deliver meaningful social outcomes for our community and to provide excellent customer experiences.
- Lead and inspire a high performing, engaged, and empowered workforce in the Community and Customer Experience Division.
- Promote our people's wellbeing, inclusivity and a growth and development mindset.
- Enable Council to meet the needs of older people in Bayside by guiding the ongoing development of a commercially sustainable aged care business.
- Sponsor an organisational culture focused on understanding our community's diverse needs through enhancing organisational commitment and capability for community engagement and customer experience.
- Lead Council's strategic advocacy to government and other external stakeholders.
- Drive improved community wellbeing through sponsoring libraries, arts, early childhood, youth and older adults' services to meet changing community needs and outcomes.

Success criteria

To thrive in the position, you will need:

- Proven experience in senior executive roles that have delivered significant change and improvement to organisational performance.
- Proven experience in delivering services and a workplace culture in line with organisational purpose, vision, and strategy.
- Demonstrated capability in transforming teams to achieve changing outcomes for customers and stakeholders.
- An ability to forge strong relationships with key agencies and stakeholders that support excellent outcomes for community.
- Demonstrated capability in communicating vision and direction with clarity and bringing an exceptional focus on community and customers.
- Commercial acumen and an understanding of the relationships and structures in a government setting.
- Demonstrated knowledge of aged care and its changing funding and purchasing environment strongly preferred.
- Tertiary qualifications and demonstrable senior leadership experience relevant to managing a large, complex, and multi-faceted function, with a preference for a background in a relevant technical areas that supports performance in this role. Additional post graduate qualifications or specialisation may be an advantage.

Where you fit in our capability framework

Collaborative Mindset

Inspires the organisation as One Bayside focusing on our collective goals.

Evidence Mindset

Champions a culture that values evidence and informed decision making.

Leadership Mindset

Inspires all people as leaders of our purpose, vision, and values.

Community Driven Mindset

Champions an organisational focus on diverse community outcomes and strong community connections.

Customer Centric Mindset

Inspires a culture of exceptional customer experience where the customer is at the heart of everything we do.

High Performance Mindset

Inspires a sustainable and whole of Council commitment to legislative, social, economic, and environmental outcomes.

Improvement Mindset

Champions a culture which encourages initiative, owns, and values organisational learning, and recognises the importance of change and challenging the status quo.

Growth Mindset

Champions a culture of agility and empowerment to be extraordinary and are prepared for today and the future.

What we are all responsible for

Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Dealing with Council Property
- Corporate Obligations
- Personal Conduct

Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with
- Empathetic
- Effective
- Trusted

Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.

Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- promoting safeguarding actions and expected behaviours of all staff and volunteers.
- speaking up and reporting on child safety.
- following policies and procedures for safeguarding children and young people.

Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.

Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Champion sustainability and behaviour change to the rest of the organisation.
- Participating in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.