POSITION DESCRIPTION FORM

File No: PDF-0016418

POSITION IDENTIFICATION

Title:	Business Solutions Team Leader	Level:	Level 10
Service Unit:	Information Services	Award:	Local Government Industry Award 2020 IA
Directorate:	Corporate & Governance	Date Effective:	1 July 2018
Reporting to:	Manager Information Services	Date Last Reviewed:	4 July 2024

PURPOSE OF POSITION

- Provide strategic leadership in the evolution, planning and deployment of technology tools and systems that align to business strategies.

- Monitor and assess initiatives for their effectiveness and compliance with Local Government Act 1995 and other legislation applying to local government activities, including Council policies and procedures.

- Evaluate the effectiveness of the organisations current systems and processes to identify and facilitate business process improvements, finding solutions and making recommendations.

- Actively promote business practices that optimise Councils investment in information technology systems and tools.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Oversee the provision of business systems support to ensure the ongoing reliable operation of core business applications.

- Manage the Business Solutions team in development and provision of internal business systems and services across the organisation.

- Contribute to the strategic development of the Shire's information strategies and direction as drawn from contributing strategic plans.

- Actively work with internal businesses to identify, understand and evaluate business processes and transform those to process improvements.

- Develop customer focused business systems support service to enable customers in the most effective use of departmental business software systems.

- Oversee the deployment of new business systems providing user education and training.

- Coordinate the creation and maintenance of system standards and procedures regarding the installation and use of Shire business systems.

- Develop maintenance, implementation and review of policies (including copyright) and procedures required to support business solutions.

- Provide training and technical advice to staff on the effective use of business systems and functions.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Coordinate consulting services as applied to business systems.

- Consult with key user groups to define current and future business process improvements.

- Assist the technology team to maintain high levels of business system security, integrity, reliability and performance.

- Any other duties as directed by the line supervisor / manager.

- Undertake on the job and off the job training as required to develop the necessary knowledge for the position.

ORGANISATIONAL RELATIONSHIPS

Responsible for:	Analyst Programmer GIS & Data Analyst	Business Solutions Officer
Internal Relationships:	All Shire of Dardanup employees and Elected Members.	
External Relationships:	Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders.	

POSITION DIMENSIONS

Work Location:	Eaton Administration Centre.
Delegated Authority:	As defined by the Chief Executive Officer. Authority to sign purchase orders for supplies and services under delegated authority.
Driving Requirements:	C (Car) or CA (Car Automatic) class motor vehicle licence (preferable).

EXTENT OF AUTHORITY

This position operates under direction of the Manager Information Services within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest;

- Comply with Council's Code of Conduct, management directives and approved policies and procedures.

- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.

- Maintain obligations described within the Shire's Customer Service Charter.

- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all Intellectual Property rights in all documents, materials or other things created or contributed to by the Employee (whether alone or with others) in the course of their employment.

- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.

CORPORATE ACCOUNTABILITIES

- Deliver effective use of Shire resources within the level of accountability for this position.

- Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council's OSH policies and the Work Health & Safety Act 2020, as amended.

- Employees shall cooperate with the Shire of Dardanup in the carrying out of the obligations imposed on the Shire under the Work Health & Safety Act 2020, as amended.

- Monitor work practices, support training and engage with staff and contractors to ensure their ongoing safety and compliance with Occupational Safety & Health legislation and Council's OSH policies.

- Provide an ongoing commitment to risk, emergency management and business continuity principles.

- Employees shall demonstrate the Shire's Values, "Trust, Respect, Accountability, Customer/Community, Excellence, Support" within the workplace.

VALUES

Our Values – TRACES
The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.

TRUST
"We are committed to showing confidence and belief in each other and ensuring we do what we say we will do."

RESPECT
"We are committed to recognising and acknowledging each person's unique contribution."

ACCOUNTABILITY
"We are committed to transparency, good governance and accept responsibility for our actions."

CUSTOMERS & COMMUNITY
"We are committed to providing a positive experience for our customers and our community."

EXCELLENCE
"We are committed to being the best we can be within the organisation."

SUPPORT
"We are committed to being a true team."

SELECTION CRITERIA

Essential:

1. Formal and or industry qualifications in Computer Science, Engineering, Business Analysis or a related field.

2. Minimum 5 years' experience with business process improvement and software application development, management and support.

3. Proven experience in supervision of staff and an ability to apply a practical "hands on" approach to work.

4. Exposure to the support and maintenance of RMDBS and contemporary programming languages.

5. Proven ability to apply conceptual and analytical skills to business process providing innovative solutions.

6. Proven organisational ability with the capacity to work unsupervised, manage priorities and meet deadlines under pressure.

7. Proven experience in development of subordinates, user education and training.

SELECTION CRITERIA

Desirable:

1. Diploma qualification in Project Management with relevant experience.