



ADELAIDE CITY COUNCIL

**PROGRAM MANAGER,
ACCESSIBLE CITY**

JOB & PERSON SPECIFICATION

JULY 2010



JOB & PERSON SPECIFICATION

Title of Position:	Program Manager, Accessible City
Responsible To:	General Manager, Accessible City, Active City, Finance and Risk
Program:	Accessible City
Classification Level:	Managerial

OVERVIEW OF PROGRAM

The Accessible City Team will have single point accountability for the delivery of effective and efficient strategies which ensure that transport and parking meets the needs of all visiting and moving around in the City.

Key Relationships/Interactions

Internal

- Significant working relationships with the Executive Leadership Group and Council.
- City Design and Character Program.
- Capital Works and Infrastructure Management Program.
- Sustainable City Program.
- Marketing and Creative Services Program.
- Strategic Asset and Property Management Program.
- Public Realm Program.

External

- High level liaison and negotiation with key stakeholders within the City of Adelaide including State and Federal Government and community groups.



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Primary Purpose

As an integral part of the Accessible City, Active City, Finance and Risk Leadership Team, the Program Manager, Accessible City will:

- Lead and manage the Accessible City Team (*incorporating UPark Business Operations, Parking Administration, On-Street Controls and Dog Registrations, Road Closures, On-Street Operations, the Adelaide Connector Bus and the Adelaide Central Bus Station*).
- Lead the review of Accessible City Program functions, including workforce capability to ensure the Program possesses the necessary structures and capability to continually enhance service delivery.
- Lead the strategic development, promotion/marketing, coordination and delivery of Program functions in accordance with Council strategic directions and current and future Program Plan objectives.
- Lead the effective delivery of a range of projects and activities which support the delivery of the Accessible City Program (i.e. "City Bikes", City Bike Day Event etc).
- Ensure the identification and analysis of business management opportunities, manage the development and implementation of related strategies, plans, programs, contracts and projects, and recommend appropriate priorities, initiatives, policy strategies and actions to the Executive Management Team and Council.
- Identify, assess and develop strategies, plans and programs which enhance the Corporation's capacity to deliver cost effective Accessible City outcomes.

Responsibility

The Program Manager, Accessible City is responsible for :-

- The effective leadership and management of the Accessible City Program ensuring the delivery of Program Plan objectives and high quality services to customers in accordance with community and customer expectations, while minimising expenditure to maximize returns to Council.
- Ensuring the review of Accessible City commercial strategies and the provision of appropriate recommendations to Council regarding funding and short/long-term operational viability.
- Developing and delivering on agreed Budget and Program Plan objectives which respond to and contribute towards Council's Strategic Directions and Strategic Plan.
- Developing effective and sustainable relationships with key State and Federal Government agencies to promote the development and delivery of integrated transport related projects.
- Ensuring business process improvement opportunities and efficiencies are identified and actioned through benchmarking and the ongoing review of existing systems, policy, guidelines and performance targets.



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Responsibility (cont.)

- Developing relationships and networks with Council, the EMT and internal and external stakeholders as required to obtain information and feedback and to achieve mutually beneficial outcomes.
- Representing the Program Area and Corporation at Council meetings, committees, working groups and forums.
- Ensuring the effective management of staff and Council resources by managing and ensuring compliance with human resources, document management, performance management, OHS&W, financial and procurement requirements in line with associated policies and procedures.
- Continuously building the Unit's human capacity through the ongoing identification of individual and team training and development needs, and through applying due diligence during the Performance Management process.

Resources and Budget	
Number of Staff Reporting to this Position	3
Total Program Staff	90 (Excluding casual workforce)
Financial Delegation (\$)	< \$100,000
Budget – Expenditure (\$)	\$28 Mil

Selection Criteria (*)

(*) Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below.

Qualifications	A tertiary qualification in Business Management, Project Management or a related discipline.	ESSENTIAL
People Management	Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects and in a manner that supports professional development.	ESSENTIAL
Financial Skills and Acumen	Demonstrated ability to professionally lead and manage the commercial business management process for a large corporation in accordance with corporate objectives and strategic directions, manage and work across a diverse range of highly complex tasks simultaneously, establish priorities and meet deadlines.	ESSENTIAL



Knowledge and Experience	<p>Extensive knowledge of:</p> <ul style="list-style-type: none"> • Transportation and accessibility strategies within a Capital City context; and • Current and emerging policy directions of the Federal and State governments in relation to transport and sustainability. <p>Significant experience in the:</p> <ul style="list-style-type: none"> • Formulation of integrated policy and strategy; and • Development and implementation of projects and programs in a timely and cost effective way in accord with priorities. 	DESIRABLE
Project Management	Highly developed project and consultant management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration.	ESSENTIAL
Innovation	Proven experience in managing and applying best practice business management principles and practices to the development and delivery of strategies, development plans, initiatives, programs, policy and procedures and monitoring and reporting on outcomes.	ESSENTIAL
Collaboration & Communication	<ul style="list-style-type: none"> • Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing. • The ability to build and maintain cross program relationship will be critical to strategy and policy development. 	ESSENTIAL
Customer Commitment & Integrity	A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within the area of responsibility.	ESSENTIAL
Professional Development	Post graduate qualification in Engineering or a related discipline.	DESIRABLE
Government Experience	Experience working in a government environment.	DESIRABLE

Special Conditions

- Performance will be based upon the delivery of the agreed key achievements listed in the Personal Development Plan for the position incumbent.
- Some out of hours work and intra and interstate travel may be required.

This Position Description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the Corporation may require the employee to carry out any duties which are within the employee's skill and competence.



Being a Leader at Adelaide City Council

Leaders at ACC are expected to align with and champion the Corporate Leadership competencies, namely:

Achievement Focus - Sets ambitious goals and challenging targets for self and others. Never accepts mediocrity and always strives for excellence;

Collaborative - Forms binding and successful relationships with a range of key stakeholders and works successfully with diverse groups;

Performs in a Complex Environment – Successfully operates within a multi layered environment with complex interrelationships;

Develops People - Actively supports the development and growth of others considering individual needs and talents;

Entrepreneurial - Considers new and innovative ways to do business using creative solutions and novel business approaches;

Influencing & Persuading - Gains the support of others through persuasive communication and actions;

Integrity - Demonstrates highly ethical approaches and high professional standards;

Manages Self - Identifies areas for own development and actively pursues ongoing learning and individual growth;

Resilience / Agility - Easily adapts to changing circumstances and embraces uncertainty and change, and;

Strategic Focus - Actively supports and/or develops an inspiring and relevant vision for the organisation and influences others to share ownership of this vision.



Vision and Values

The organisation's Vision is "We are a high performing and innovative team that delivers Council's vision for Adelaide through our people and with our partners".

5 key ways we succeed in achieving our vision:

Achievement - Delivering Council's outcomes

- we celebrate our successes and recognise the achievements of our people
- we promptly deliver the services, policy and assets that realise the goals of Council
- we set clear achievement goals and give people what they need to deliver on them
- we continually give and accept performance feedback

Collaboration - Working with others

- we work across divisions to achieve outcomes that require a team effort
- we make the effort to support, understand and value others
- we focus on sharing information with others to achieve shared goals
- we support our community

Customer commitment - Understanding and meeting the needs of others

- we deliver on our promises
- we take ownership and follow through
- we listen to our customers and have empathy
- we will provide exceptional service to all

Integrity - Honesty, trust, respect and ethics

- we do what we say we will do
- we listen to and value the perspectives of others
- we display behaviours that reflect our organisational Values
- we respect each other

Innovation - Finding a better way to deliver

- we look for options and ways to say yes instead of no
- we have the courage to put forward bold proposals if they will deliver the results we want
- we reward new ideas for delivering outcomes and people who take calculated risks
- we will always identify the solution, never just the problem



HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed ASAP by e-mail to 12971@hender.com.au

Telephone enquiries are welcome to Andrew on (08) 8100 8836 or Gill Manser on (08) 8100 8825.

Please note

Your application will be automatically acknowledged by a return e-mail.