

POSITION DESCRIPTION

Smart City & Innovation Manager

POSITION DETAILS

Date of Position Description	May 2024
Position Title	Smart City & Innovation Manager
Position Grade	19
Directorate Business Unit	City Planning & Design Infrastructure Planning & Design
Reports to	Group Manager, Infrastructure Planning & Design
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Smart City & Innovation Manager is responsible for leading a multi-disciplinary team in developing, implementing and reviewing the effectiveness of the Smart City and Innovation Strategy, along with other City and Council wide strategies, policy and projects. The Manager's portfolio will drive the Council's strategic intent for the City and organisation into tangible initiatives and actions for key partners and Council. The role will lead, mentor and develop a team of professionals, assist the Directorate and the Council to plan, prioritise, improve processes, drive real impact and significant change in the City and for the organisation, and evaluate performance and outcomes of these efforts.

The position is critical to setting and communicating how Council's vision for the Central River City as a leading Smart and Innovative City will translate into action and impact, to identify strategic opportunities and challenges as well as set in place foundation elements to develop strategic focus across the organisation and stakeholders.

KEY RESPONSIBILITIES

Role Specific

- **Lead** the development, implementation and testing, positive outcomes, review and renewal of Council's **Smart City and Innovation Strategy**.
- **Lead, monitor and integrate** the development of other **priority strategic plans** for the community and the Council.
- **Analyse sector or emerging trends** as they impact or contribute to development of strategy for the City (informed by effective analysis) and present **innovative and action-oriented findings** to senior stakeholders.
- **Review, manage, analyse and report** on strategic plans to ensure alignment with the Council's **Community Strategic Plan, Delivery program, and budget**.
- **Engage** the wider Council, the **Executive Team, Councillors and external stakeholders** in the strategy development process, **increasing the maturity of strategy** and planning within Council, **pursuing alignment** and commitment across the organisation to priority strategic objectives.
- Synthesise strategy and priorities into **clear, simple, insightful presentations** to Councillors, Executive and teams across Council, as well as external stakeholders.

Generic

- Lead, manage, coach, and develop a team of professionals in Infrastructure Planning & Design.
- Lead, develop, communicate and guide delivery of priority strategic directions set out in the Smart City and Innovation Strategy, Community Strategic Plan and other key Council strategic plans.
- Contribute to the development of the Council Delivery Program and Operation Plan to reflect these priority strategic directions, Council's vision, resources and delivery priorities.
- Manage the team's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and relevant legislation, statutory regulations and best practice to ensure a best practice and innovation mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practice, optimisation of technology and process with the aim of providing better service to customers.
- Manage the work program to ensure early identification of risks to enable effective, timely mitigation and/or escalation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, private sector organisations, as well as Local, State and Federal organisations.
- Actively lead and manage reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Degree qualifications in a relevant field to strategy and policy
- Postgraduate qualifications in a related discipline would be an advantage.

Experience

- Proven experience in a strategy role in a complex organisation; or extensive management expertise and supporting experience, with a proven track record of achieving strategic objectives.
- Demonstrated experience in leading diverse, multidisciplinary teams and delivering services to a high standard to meet business performance criteria.
- Demonstrated significant experience in one or more of the following fields of expertise, (or leadership of strategy or policy in a public sector context): creative intelligence and innovation, intelligent design, environmental, social, corporate or economic planning, urban or city planning, business and economic development, recreation and leisure, community arts and cultural development, project management, community engagement, communications, data analytics and visualisation.
- Experience in the development of integrated approaches to strategy, utilising contemporary methodologies, in either private or public sector (or both).
- Experience in directing research, coaching and management of multi-disciplinary teams, preferably in a range of industries.

- Proven ability to identify risks, issues and key project impediments and provide pragmatic solutions and mitigation options.
- Demonstrable detailed understanding of the relevant governance requirements applicable to the strategy area and the ability to practically apply this knowledge.

Skills

- A strong degree of expertise with strategy frameworks and strong analytical skills.
- High level written and verbal communication skills; ability to articulate complex problems and solutions in a simple, logical and impactful manner.
- Effective understanding of the application of technology to assist in implementing strategy and policy.
- Demonstrated ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Demonstrated ability to develop and maintain an extensive network of contacts across a range of stakeholder groups including media, government, community and business groups.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Strong understanding of innovation thinking and an ability to lead creative problem-solving approaches.
- Demonstrated change management leadership within a complex stakeholder environment.
- Well developed commercial or government policy acumen.