

MANAGER, STRATEGY, PLANNING & ENGAGEMENT

POSITION DESCRIPTION

Position Title:	Manager, Strategy, Planning & Engagement
Responsible To:	Associate Director, Governance & Strategy
Council Program:	Strategy, Insights & Performance
Classification Level:	Salaried, Level 9

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council’s subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Team

The Strategy, Insights & Performance Team develops clear strategies, and undertakes research, engagement practices and develops insights to deliver effective program management & business planning and reporting, to enable our organisation to effectively implement Council's strategic plans, respond to community needs and anticipate & adapt to a changing environment.

Key Relationships / Interactions

Internal	City of Adelaide (CoA) employees across all Portfolios and Programs Executive Leadership Team Leadership Team Lord Mayor and Council Members
External	Professional bodies Contracted service providers Community stakeholders and interest groups Local Government Association State and Federal Government agencies

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Primary Purpose

The Manager, Strategy, Planning & Engagement leads the team that is responsible for the development of the Strategic Planning Framework in conjunction with leaders and monitors the achievement and progress of actions as along with overall service performance.

This role leads the team that develops, monitors and reports service based key performance indicators (KPIs) and the formation of Service Level Performance to increase efficiencies across the organisation.

This role leads the team responsible for quality community engagement, research and developing insights that inform our decision making on behalf of the community.

Responsibilities

The Manager, Strategy, Planning & Engagement is responsible for:

- Collaboratively working with the Associate Director, Governance & Strategy:
- The delivery of the four-year Strategic Management Plan which provides for strategic and corporate planning and reporting and relevant policy management.
- The delivery of Council's Annual Integrated Business Plan in collaboration with the Finance and Procurement Team.
- The management of the Service Delivery Plans.
- The management of Council's Artificial Intelligence (AI) Governance Framework.
- The management of Community Engagement.
- The creation of a simplified reporting framework for actions and KPIs developed from the Strategic Management Plan and report regularly to stakeholders.
- The development of a service performance reporting and organisational scorecard.
- Leading the team to establish a centralised research/insights model and share this data to inform strategy and policy development.
- Leading and supporting the team to develop and implement frameworks, tools and guidelines which facilitate the delivery of service and activity reviews.
- Encouraging stakeholder engagement and change management and identifying the scope of business change, ensuring key stakeholders understand and are ready for the changes to take place.
- Applying knowledge of the organisation to support design decisions that enable the achievement of organisational strategy.
- Building and transfer of continuous improvement skills and capability across the organisation.
- Collaborating with Business Partners to build corporate strategic capability.
- Maintaining compliance with or adherence to policies and guidelines.

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Responsibilities for all Leaders:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Lead and manage your team/s to ensure employee engagement and development, resource optimisation, legislative compliance, and the implementation of ongoing service enhancements.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing.
- Take accountability for identifying, reporting, and responding to WHS incidents or near misses, and ensure the appropriate and responsible use of equipment, supplies, and personal protective equipment (PPE) across the team.
- Lead the team in adhering to security requirements (both physical and cyber) by actively modelling best practices, following secure data handling protocols, supporting secure system management, and ensuring team compliance with all information security and safety obligations.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Ensure completion of all mandatory training and support ongoing professional development both personally and across the team aligned with CoA expectations, compliance requirements and information security.
- Monitor and manage budgets and expenditure within delegated limits to ensure efficient and accountable use of financial resources.

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Position Criteria

Qualifications	A tertiary qualification (degree level) in Change Management or general Business Management/Commercial Management (or related field) or equivalent experience in a medium to large sized organisation.	Essential
People Management	Experience in providing effective leadership which continually enhances and builds the team's capability and performance. Demonstrated ability to mentor and support employees in their professional development. Thorough working knowledge of people management practices, policies and procedures	Essential
Financial Skills & Acumen	A thorough understanding of financial management principles and practices. Capacity to analyse data to identify trends and issues that are important to the organisation and interpret the results to make recommendations for how the organisation should address the issues.	Essential
Technical Knowledge & Experience	Understanding of strategic planning and research, and transformation principles. Proven experience in delivering innovation in an organisation. Experience in business analysis, business process mapping and re-engineering. Detailed understanding of enterprise-wide process review and methodologies.	Essential
Project Management	Developed project and consultant management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration. Extensive demonstrated ability to take ownership and accountability for deliverables.	Essential
Innovation & Initiative	Proven ability to think strategically, analyse complex situations, develop creative solutions and achieve the outcomes that advance the team's objectives. Demonstrated knowledge and experience identifying customer needs and use of this information to help determine priorities and the way forward. Proactively monitor industry trends and benchmarks to gain insights on optimal practices/innovations that can be shared to the benefit of the organisation.	Essential
Resource Management & Decision Making	Proven ability to lead a team of professional staff to be responsible for a wide portfolio of deliverables.	Essential

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	Proven ability to strategically and critically analyse material and present it in a way that supports the strategic decision making of executives.	
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Demonstrated ability to interpret interdependencies between projects and priorities in line with customer requirements and demonstrate willingness to incorporate input from others. Demonstrated ability to maintain a high degree of discretion and exercise sound judgment in dealing with sensitive, confidential and/or political matters.	Essential
Collaboration & Communication	Proven ability to build positive relationships and consult, negotiate and communicate with a range of stakeholders both verbally and in writing. The ability to build and maintain cross program relationships. Sharing and disseminating current and relevant information to support the strategic and corporate planning and policy needs of Council. Extensive experience building and cultivating effective partnering relationships with a broad range of stakeholders from idea to delivery. Demonstrated ability to act as a “Change Champion” and to effectively communicate with and influence others towards acceptance and understanding of change programs. Demonstrated ability to impact and influence others thinking, challenge decisions and at times have challenging conversations to move towards organisational outcomes.	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.