

POSITION DETAILS

Position Title:	Research & Insights Coordinator	Position Grade:	12
Department:	Communications, Customer Service & Events	Position Status / Hours per Week:	Permanent / 35hrs

PRIMARY PURPOSE OF THE POSITION

The Research and Insights Coordinator is responsible for driving key research projects across all Council Departments and to develop and implement strategies to optimise business performance.

This role sits within the Communications, Customer Service & Events Department and reports to the Senior Coordinator Community Engagement. You will be involved in developing research initiatives that will assist the organisation make strategic decisions based on high quality, accurate data. This data will also support the development of effective community projects and strategies. Additionally you will be required to regularly review and analyse data quality metrics and review data management and business processes.

The role will continually review customer satisfaction metrics and drive proactive change to maximise customer satisfaction including the planning, development and delivery of effective strategies to support a program of projects delivered by the City of Ryde to its community. The role is also responsible for the establishment and implementation of ongoing continuous improvement initiatives driven by sound analytical methods, as well as meaningful and relevant metrics.

SELECTION CRITERIA

Education / Qualifications

- Degree qualifications in a related field (e.g. Business, Marketing, Psychology, Social Sciences etc.)

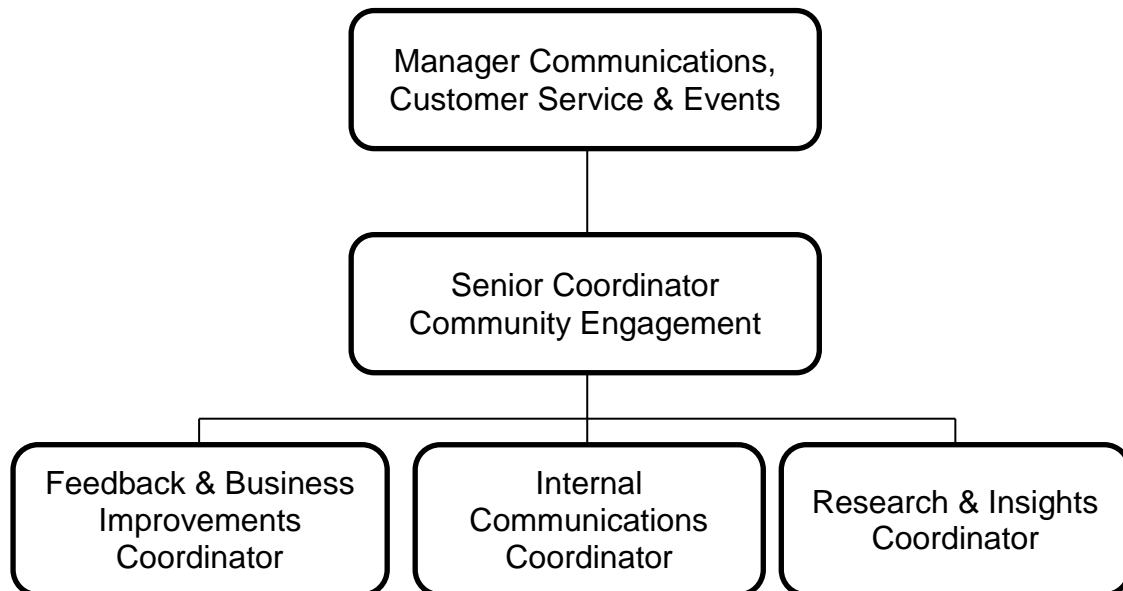
Experience/Specific skills

- Highly developed survey and market research skills in the areas of community perception research, customer satisfaction research, and community capacity building
- Experience in developing business performance metrics and programs
- Extensive experience in the identification and implementation of business improvement processes stemming from data collection and analysis
- Excellent communication and presentation skills which promote a culture of continuous improvement
- Superior ability in conducting research independently, deciphering metrics, drawing relevant conclusions from data and preparing succinct and compelling reports
- Demonstrated project management skills to achieve work goals and to meet planned targets, deadlines and commitments with minimal supervision
- Demonstrated ability to prepare/present high quality reports to Council and the Executive team

Personal Attributes

- Excellent interpersonal and communication skills including a proven ability to establish and maintain cooperative working relationships with customers
- Strong leadership skills including the ability to influence across the organisation.

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Responsible for

154	AB	Market Research development and management
154	D	Market Research Service
158	D	Strategic Customer Service Measurement (includes satisfaction and complaints) Service

SERVICE ACCOUNTABILITIES – Contributes to

35	AB	Community engagement development and management
35	D	Community engagement advisory Service

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
2	To provide timely support and expert / technical advice to the organisation
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
10	To achieve best value for money
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM-CoR methodology
17	To identify and minimise exposure to risk

CORPORATE ACCOUNTABILITIES

20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
23	To build and strengthen strategic partnerships with key stakeholders
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
29	To keep abreast of and apply industry wide trends, better practice and innovation

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	