



Position Description

Senior Placemaking Facilitator

The City of Port Phillip celebrates a vibrant and diverse work environment and community which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

The City of Port Phillip is a committed Child Safe organisation and has zero tolerance for child abuse. Every child and young person accessing City of Port Phillip has the right to feel and be safe. All City of Port Phillip Councillors, employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities, and maintaining a child safe culture.

The City of Port Phillip is an organisation committed to the health and safety of our staff. All City of Port Phillip Councillors, employees, volunteers, contractors and community representatives have a responsibility to take every reasonably practicable step to ensure their own health and safety, and the health and safety of all others that may be affected by our work, comply with all relevant legislation, regulation, policies, procedures and reasonable work instructions, and ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes.

POSITION TITLE: Senior Placemaking Facilitator

AWARD CLASSIFICATION: Band 8 (\$107,673 plus 9.5% superannuation)

DEPARTMENT: Placemaking

DIVISION: Office of the CEO

DATE APPROVED: December 2018

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Program Director Placemaking

SUPERVISES: N/A

INTERNAL LIAISONS: Council employees, Managers, ELT and Councillors

EXTERNAL LIAISONS: Place users and investors such as local service providers, local industry associations, trader associations, real estate agents, local community, community organisations, property owners, land owners, not-for-profit organisations, visitors, citizens and other key stakeholders as required



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POSITION OBJECTIVES

- Build strong, long-term relationships with internal stakeholders and external place stakeholders to co-create and co-contribute to the development and activation of specific places.
- Grow the shared economic, social, cultural, environmental and physical capital of specific places.
- Provide guidance and coaching to less experienced Place Facilitators.

KEY RESPONSIBILITY AND DUTIES

- Build strong, long-term relationships based on trust with internal stakeholders and external place users and investors in order to collectively work toward shared goals.
- Be a highly visible and available, single point of contact into Council for place stakeholders, and potential future place users and investors.
- Facilitate the gathering and sharing of local intelligence and perspectives amongst place stakeholders and users.
- Establish and support on-going place management and governance arrangements that facilitate co-creation and co-contribution to place activation.
- Bring together external place stakeholders to co-create, co-contribute and implement place plans with support from the Council.
- Develop and implement an activation program to grow the economic, social, cultural, environmental and physical capital of identified places, in line with place plans, the Placemaking Strategy, Creative and Prosperous City Strategy and the Art and Soul Strategy.
- Proactively identify and implement efficient and agile initiatives to try new ideas such as trial policy changes, temporary activations and minor capital works.
- Collect detailed baseline data and on-going data to measure economic, social, cultural, environmental and physical capital of identified places.
- Conduct an annual evaluation of place plans to assess improvements in place capital, progress against agreed actions and the extent of co-creation and co-contribution facilitated to date, and identify improvements to further the Council's placemaking objectives.
- Work with the Communications and Engagement team to develop and implement a plan to regularly communicate and engage with internal and external stakeholders.
- Continue to support and renew existing special rates for marketing and development of places and initiate new special rates.
- Provide guidance and coaching less experienced Place Facilitators, contributing to team performance and goals.
- Provide key support to the Program Director in building placemaking capacity and capability within the team and in the wider Organisation.
- Advocate for placemaking within the Organisation, helping the Program Director build an organisational culture that is focussed on the co-creation of places.



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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for specific places and relationships that come with them.
- Provide advice to the Program Director Placemaking on the local impact of current policies and guidelines. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of City of Port Phillip.
- Act and make decisions within delegated financial / budget authority, legislation and corporate goals whilst providing input to the department's overall strategic plans and objectives.
- Demonstrate familiarity with and adhere with, the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

JUDGMENT AND DECISION MAKING

- Leverage highly developed critical thinking skills and creativity to solve problems, by using high level analytical skills especially for those issues that have not been encountered before or those that have no clearly defined solutions.
- Based on past experience, external network knowledge and best practices, review options to develop, continually evolve and improve own methods, procedures and processes over time.
- Recognise when to use specific approaches and techniques, e.g. trialling new initiatives using temporary activations that can be easily reversed, if needed.

SPECIALIST SKILLS AND KNOWLEDGE

- Advanced project management skills, with the ability to deliver multiple projects and work packages to achieve specific objectives within agreed timeframes, budgets and quality standards and demonstrated knowledge and application of relevant methodologies and better practices.
- Highly developed strategic planning skills with the ability to source inputs and ideas from different stakeholder groups, creatively define the vision for a specific place and plan the initiatives and projects that need to happen to achieve the vision.
- Highly developed understanding of placemaking and the collaborative approach to plan, design and manage specific places, in order to maximise their shared economic, social, cultural, environmental and physical capital.
- Highly developed ability to demonstrate flexibility and adaptability. This involves the ability to cope with changes, comfortably shift gears and continue to move into action and deliver outcomes.
- Highly developed skills in conducting research and analysis in order to gauge demand, needs and requirements, identify common threads and define ideas for new projects.
- Highly developed skills in developing business cases or project justifications in order to obtain funding and approval from the relevant decision makers.



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- Highly developed skills in facilitation and community capacity building, with the capacity to understand the social, legal political and economic impacts of the work undertaken to both the community and organisation.

MANAGEMENT SKILLS

- Demonstrate highly developed time management and organisational skills, with the ability to set priorities, plan, document and organise own work in the most efficient way possible within the resources available and within a set timetable.
- Demonstrate a high level of self-discipline and autonomy to deliver outcomes in spite of inconvenience, hardships and obstacles, which include conflicting priorities and demands.
- Whilst the position does not manage the performance of Place Facilitators, the incumbent may provide guidance and coaching to less experienced colleagues, and step in for periods of leave or project demands to ensure the team meets its established objectives and goals.

INTERPERSONAL SKILLS

- Advanced interpersonal and relationship building skills with the ability to interact, engage and inspire stakeholders with different backgrounds, interests and seniority, and collectively reinvent and grow specific places.
- Advanced stakeholder management skills with the ability to manage expectations, handle conflicts of interest and deal with difficult stakeholders, including persuading and leading them to engage effectively to achieve positive outcomes.
- Advanced oral and written communication skills with the ability to clearly articulate ideas and proposals, and their value to target audiences.
- Highly developed teamwork and facilitation skills to bring people together, work across silos toward common goals and co-create public places, with the proven capacity to persuade and negotiate with others whether internally or externally.
- Developed leadership and coaching skills with the ability to guide, develop and support less experienced colleagues.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury



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- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

QUALIFICATIONS AND EXPERIENCE

- A tertiary degree or post-graduate degree in any relevant field along with extensive and diverse experience in a role; or lesser formal qualifications along with extensive and diverse senior experience in a similar role.
- Extensive experience bringing ideas to life, from idea inception to delivery of benefits, using structured approaches and methodologies.
- Extensive experience conducting strategic planning for a place or similar work (e.g. strategic planning for a business unit or functional unit).
- Extensive experience building strong stakeholder relationships as outcomes.
- Any experience working, dealing or interacting with government agencies (e.g. participating in government grant processes) is viewed favourably.

KEY SELECTION CRITERIA

- An experienced facilitator and outstanding team player with a proven track record in managing the creation and implementation of strategic plans in close collaboration with a diverse range of stakeholders.
- A strong advocate for collaborative placemaking with demonstrated capability to build strong, long-term relationships and grow shared economic, social, cultural, environmental and physical capital of specific places.
- Outstanding project management and time management skills, with the ability to organise work and deliver projects from beginning to end within agreed expectations.
- Advanced stakeholder management, relationship building and communication skills with the ability to manage expectations, handle conflicts of interest, clearly articulate ideas and proposals, and gain commitment and support for them.
- Ability to navigate complex organisations and demonstrate flexibility and adaptability by being comfortable with change and continue to deliver outcomes.
- Ability to guide and coach less experienced colleagues, and support the development of the team's capability and capacity.
- A tertiary degree or post-graduate degree in any relevant field along with extensive and diverse experience in a role; or lesser formal qualifications along with extensive and diverse senior experience in a similar role.
- Experience in managing special rates or levies would be an advantage.