



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	ENHANCEMENT DELIVERY COORDINATOR
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT NO. 16, 2025
CLASSIFICATION:	MOA Level 6
DEPARTMENT / DIVISION:	CORPORATE DEVELOPMENT / BUSINESS TRANSFORMATION
POLICE CLEARANCE:	REQUIRED
REPORTS TO:	DIVISIONAL HEAD BUSINESS TRANSFORMATION
DIRECT REPORTS:	YES
POSITION NUMBER:	001342

POSITION OBJECTIVES:	Coordinate the delivery of enhancement initiatives across existing systems, ensuring activities are structured, prioritised, and aligned to organisational objectives • Apply established delivery frameworks, processes, and governance to support consistent and effective implementation of business led enhancements • Provide guidance and support to business units to enable successful delivery, while business areas retain ownership of requirements, priorities and outcomes • Maintain effective tracking, reporting and visibility of delivery activities, ensuring risks, issues, and dependencies are identified and managed • Contribute to the continuous improvement of delivery practices, systems and tools to support efficiency and adaptability • Support financial, procurement, and resource coordination activities in line with organisational policies and budget frameworks
VALUES AND BEHAVIOURS:	These Values empower us to REACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work. Respectful • Create a sense of belonging & pride in the Salisbury community • Respect individual differences • Speak up when you don't feel respected, or are not being treated respectfully • Look after the wellbeing of our community, ourselves and those around us

	Empowerment • Take initiative and act with confidence • Make informed decisions and own the outcome • Share ideas, feedback and solutions • Learn and grow while supporting others to do their best work Accountable • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important Collaborative • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes Helpful • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
KEY RESPONSIBILITIES:	Delivery Coordination • Coordinate a range of enhancement activities across systems and business areas, working under limited direction • Ensure delivery tasks are defined, scheduled, and tracked using approved tools and processes • Identify and manage risks, issues, and dependencies, escalating where appropriate Governance and Process Application • Apply and support delivery frameworks, standards, and methodologies in line with organisational requirements • Exercise initiative and judgement in adapting processes to suit the scale and complexity of enhancements • Contribute to ongoing improvement of delivery practices and documentation Business Support and Enablement • Work collaboratively with business units who define requirements and priorities • Provide advice and guidance on delivery processes, roles and expectations • Support the translation of business requirements into structured delivery activities Stakeholder Liaison • Act as a key coordination point between business representatives, technology teams and vendors • Support communication and engagement activities to ensure alignment and awareness • Build effective working relationships across a range of stakeholders Reporting and Monitoring • Maintain accurate records within delivery systems (e.g. work tracking, risks, issues) • Prepare regular reports and summaries to support operational and management oversight • Monitor delivery progress and highlight emerging risks or delays Testing and Quality Coordination • Coordinate testing activities to support validation of enhancements prior to release • Ensure testing practices are applied consistently and align with agreed processes

	• Support defect tracking and resolution processes Financial and Procurement Support • Assist with budget tracking, procurement coordination and financial administration • Ensure activities comply with organisational policies and escalate discrepancies where identified Team and Delivery Support • Provide coordination and guidance to roles supporting enhancement delivery (e.g. Product Owners or equivalent) without direct strategic accountability • Contribute to a collaborative, outcome focused team environment • May supervise contractors or support resources as required
WHS RESPONSIBILITIES:	• Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council's Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	• To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	• To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	• Advanced digital literacy, including high-level proficiency in Microsoft 365 (Excel, Word, PowerPoint, Teams, SharePoint) and experience managing collaborative project environments. • Formal training or certification in Agile delivery methodologies, such as an Agile Fundamentals Certificate, with demonstrated experience applying agile practices in complex project environments. • Proven experience coordinating enterprise-level projects, particularly in technology implementation, digital transformation, or organisational change within a local government or similar context. • Demonstrated expertise in administering and optimising Jira for project tracking, issue management, sprint planning, and reporting across multiple workstreams. • Strong analytical and problem-solving skills, including the ability to identify root causes, manage risks, and contribute to continuous improvement initiatives. • Exceptional stakeholder engagement and communication skills, with the ability to influence, collaborate, and build relationships across all levels of the organisation, including executive and elected members.

	• Experience in coordinating and executing system testing activities, including test planning, documentation, reporting, and quality assurance, ideally in the absence of a dedicated Test Lead. • Financial and procurement acumen, including experience monitoring project budgets, processing purchase orders, and supporting financial reporting. • Ability to work autonomously and manage competing priorities, demonstrating initiative, accountability, and a commitment to delivering high-quality outcomes in a fast-paced environment.
DESIRABLE SELECTION CRITERIA:	• Experience working within the local government sector, with a strong understanding of governance, service delivery, and stakeholder dynamics. • Demonstrated involvement in digital transformation initiatives, particularly within Council or similar public sector environments, contributing to improved systems, processes, or service outcomes. • Advanced proficiency in Jira administration, including configuration, workflow management, reporting, and integration with agile delivery practices. • Relevant tertiary qualifications or certifications in Project Management, Business, Information Technology, or a related discipline. • Proven ability to communicate and collaborate effectively across diverse teams and stakeholder groups, including executive and elected members, to drive project outcomes. • Strong stakeholder engagement and relationship management skills, with the ability to influence, negotiate, and build trust across organisational boundaries. • Demonstrated capability in structured problem-solving and root cause analysis, contributing to continuous improvement and risk mitigation. • Highly developed organisational and time management skills, with the ability to manage competing priorities and deliver outcomes within tight timeframes. • Experience facilitating agile practices, including sprint planning, retrospectives, and backlog refinement, with a focus on team empowerment and delivery excellence.
SPECIAL CONDITIONS:	• Some out of hours work may be required from time to time
EXTENT OF AUTHORITY:	• Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

POSITION INCUMBENT NAME:	SIGNATURE:	DATE: