

Leadership and Strategy Provide innovative and inspirational leadership and smart strategy to assist in achieving the vision and expectations of Council and the community.	1.1 Effective implementation of Strategic Community Plan (SCP) .	1.1.1 Provide updated Corporate Business Plan (CBP) to Council aligned to Strategic Community Plan (SCP) by June 2020.
	1.2 Update Corporate Business Plan to align with SCP and provide accurate information on City services.	1.2.2 Report to Council on continued implementation of Strategic Management Framework with updates on Business Plans.
		1.2.3 Develop the next stage of place management for approval by Council including through organisational structure, processes, reporting and advisory groups by December 2019.
Service Delivery Foster and drive a culture of innovation, can-do attitude and openness in the delivery of services to our community and stakeholders, with a focus on providing an exceptional customer experience.	2.1 Transition to an enabling operating model .	2.1.1 Benchmark City of Vincent operations through LG Performance Excellence Program.
	2.2 Improve service delivery in City	2.1.2 Provide a report to Council on transitioning to an enabling model for service delivery and best practice regulation, red tape reduction and streamlining local government approval processes.
		2.2.1 A minimum of 85% of development applications determined within statutory timeframes.
	2.3 Ensure consultation and communications tailored for Vincent.	2.2.2 Provide Council with a progress report on improvement in City service delivery .
		2.3.1 Work with Council to redefine the consultation policy and engagement strategy in line with Imagine Vincent.
		2.3.2 Deliver community engagement and consultation processes tailored for City of Vincent residents and ratepayers.
2.3.3 Work with Council to develop a communications plan which is driven by Council's vision and SCP priorities.		
Organisational Capability and Performance Build the capability, capacity and resilience and align the culture and behaviour to the vision and expectations of Council and the community.	3.1 Develop a clever, creative and courageous organisation.	3.1.1 Demonstrated improvement in employee engagement survey results.
		3.1.2 Demonstrate how the City has moved towards being a clever, creative and courageous organisation in its operations.
		3.1.3 Support the transition to an enabling service delivery model by adopting technologies for mobile, automatic and efficient work practices.
		3.1.4 Embed new Project Management Framework in City Operations with regular reporting to Council on major projects.
	3.2 Maintain and build positive and effective relationships with Council and Administration.	3.2.1 Provision of timely and accurate information to enable the Mayor and Elected Members to fulfil their obligations.
		3.2.2 Early engagement with Council on policy and strategy development with updates at key milestones.
Financial and Risk Management Lead the management and implementation of appropriate frameworks, systems and procedures to identify, assess and address risks.	4.1 Deliver improvements in risk management .	4.1.1 Update risk management framework and registers to improve risk management maturity and report to Audit Committee by March 2020.
		4.1.2 Provide Council with an Asset Management Strategy linked to budget strategy and LTFP by December 2019.
	4.2 Manage the City's finances operationally and strategically to maintain and improve the City's financial sustainability .	4.2.1 Deliver a high-quality annual budget process in collaboration with Council.
		4.2.2 Provide Council with a draft budget strategy to support the update to the Long Term Financial Plan (LTFP) by December 2019.
	4.2.3 Improve property management and occupancy arrangements as part of new Property Management Framework.	
Innovation, Accountability and Sustainability Ensure innovation is demonstrated in an environment of transparency, trust, openness and honesty	5.1 Ensure City remains a leader in transparency, accountability and sustainability .	5.1.1 Ensure City of Vincent remains a leader in good governance, transparency and accountability including through budget process.
		5.1.2 Develop a new Governance Framework and supporting capability which promotes quality, timely and transparent decision making by December 2019.
		5.1.3 Demonstrate the City's leadership in sustainability with reporting to Council on implementation of key strategies.
		5.1.4 Ensure implementation of Inner City Mayors MOU which demonstrates tangible benefits to City of Vincent and other members.
	5.2 Increase innovation and strategic thinking capability across the organisation.	5.2.1 Establish new innovation program at City of Vincent which improves City operations and benefits community.