

WHITEHORSE CITY COUNCIL

Position description

Job title: AI Enablement Specialist	
Classification: Senior Executive Officer	Effective Date: 1 September 2025
Reports to: Coordinator Continuous Improvement	Tenure: Fixed term Until 30 June 2028

About Us:

At Whitehorse City Council, community is at the heart of everything we do. We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The primary purpose of this position is to strategically manage, plan and coordinate the adoption of artificial intelligence (AI) within the organisation through the Continuous Improvement Program scope of work that enable the achievement of Council's Strategic direction and Transformation objectives.

As a member of Council's leadership actively support organisational performance and progress.

A SEO is responsible for the management and leadership of all team and program functions. This includes active supervision of resources to deliver services, meet customer service standards and achieve strategic objectives.

Key Responsibilities

Position Specific Responsibilities:

- Lead and deliver AI awareness initiatives such as training sessions and workshops across the organisation.
- Collaborate with internal stakeholders to identify AI opportunities that align with strategic objectives and operational needs.
- Develop tailored AI enablement strategies for individual teams based on their business functions.
- Manage AI-related projects end-to-end in accordance with Council's project management and governance frameworks.
- Provide expert advice on the capabilities, limitations, and appropriate use of emerging AI technologies.
- Oversee multiple concurrent AI projects, ensuring delivery within scope, timeline, and budget.
- Map existing current and future state business processes that incorporate AI-driven improvements with reportable benefits.
- Recommend AI solutions based on independent research and alignment with business challenges and opportunities.
- Assisi leadership to drive a culture of service quality, innovation and efficiency gains.
- Lead stakeholder engagement and provide ongoing leadership throughout the lifecycle of AI initiatives.
- Prepare business cases and benefit realisation plans for proposed AI projects.
- Coordinate with internal teams to ensure AI systems integrate seamlessly with existing platforms.

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- Provide regular progress reports to management, highlighting adoption metrics, risks, and benefits realised.
- Ensure AI initiatives comply with data governance, cybersecurity, and privacy regulations, promote ethical and sustainable AI use, contributing to policy development and internal awareness.
- Manage stakeholder expectations, including balancing competing priorities and resolving conflict.

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of unit/ team and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to modify behaviour. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

People Leadership:

- Sharing expertise in area of discipline to develop the professional skills of others across teams and as relevant, the organisation to ensure Council builds expertise and capability.
- Support the planning, budgets and reporting, including evaluating progress, results and trends.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- Act as the ambassador for organisational culture and values. Ensure values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

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Organisational Leadership:

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Exercise financial management responsibilities.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.
- Lead in the spirit and practice of Council's Values and Code of Conduct, Collective Agreement and applicable policies, procedures and practices.
- Ensure that risk management principles are adopted in all decision-making processes within projects.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Oversee appropriate care and use of relevant assets and equipment.

Authority:

- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach. Decisions made by the position have significant effect on teams or as relevant, the organisation.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties as directed within the skills and capabilities of a position at this level.

Notes and Comments:

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).

Key Selection Criteria

1. Tertiary and/or postgraduate qualification or related discipline with demonstrated experience in delivering complex technology or innovation initiatives or large-scale improvement projects.
2. Highly developed oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders to achieve targeted outcomes.
3. Experience leading cross-organisational collaboration and managing the delivery of desired outcomes, supported by strong project leadership skills and the ability to manage cross-functional teams and competing priorities.
4. Strong analytical and creative problem-solving skills, with the ability to assess complex data, identify innovative AI-driven solutions, and align them to business and community needs.
5. Demonstrated interpersonal skills with the ability to influence stakeholders to achieve outcomes in a complex political environment
6. Demonstrated ability to influence and lead others through the adoption of change which will benefit community, the organisation, and its stakeholders.

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Leadership

Manage and Develop People: Engages and motivates staff, develop capability and potential in others.

Creates a climate in which people across the organisation want to do their best.

Leads engagement in effective performance management, development planning and talent identification.

Drives executive capability development and ensures effective succession management practices.

Creates a climate in which senior staff value regular feedback, continuous learning and new experiences Ensures workforce management systems, policies and practices are inclusive of all individuals.

Plans for future workforce capability needs including developing partnerships Instils a sense of urgency around addressing performance problems among leaders in the organisation.

Inspire Direction & Purpose: Communicates organisational goals, priorities and vision and recognise achievements

Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.

Actively drives alignment of policy and practices with strategy.

Generates enthusiasm and commitment to goals and cascades understanding throughout the organisation.

Communicates the context and parameters surrounding organisational strategies.

Celebrates success and high performance and supports regular workplace activities to build a positive culture.

Optimise Workforce Contribution:

Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.

Supports workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.

Champions the benefits of diversity and contributes to hiring practices that attract diverse applicants and minimise selection biases.

Supports talent management processes and resources are in place to inform L&D priorities, investment decisions and succession planning.

Facilitates partnerships with other organisations to strengthen workforce capability.

Lead and Manage Change: Initiates, supports and champions change, assist others to accept and engage with change.

Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.

Analyses the change context to develop the right change approach for the organisation, community and region.

Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.

Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.

Anticipates, plans for and addresses cultural barriers to change.

Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement and Code of Conduct.

Applicants will require the following:

- Identify check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.
- Credit History Check – applicable roles only.
- Qualification/ Certification – applicable roles only.
- Driver's Licence – applicable roles only.

Physical Requirements

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Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: