

WHITEHORSE CITY COUNCIL

Position description

Job title: Continuous Improvement Program Specialist	
Classification: Band 7	Effective Date: 31 March 2026
Reports to: Coordinator Futures Projects	Tenure: Permanent

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.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

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.

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.

Goal Statement

This position leads the Continuous Improvement (CI) Champion Program, building capability and embedding continuous improvement practices across the organisation. It drives organisational benefits through delivery, coaching, and support of CI Champions and contributes to the reporting of measurable benefits that deliver value to the community.

Key Responsibilities

Position Specific Responsibilities

- Lead, coordinate, and continuously improve the Organisation's CI program.
- Coach, mentor, and Support CI Champions in applying the Whitehorse CI methodology to identify, scope, and deliver improvement projects.
- Facilitate training and capability-building sessions to embed continuous improvement principles and practices.
- Support project teams and stakeholders in identifying and quantifying benefits, including cost avoidance, efficiency, and service improvement outcomes.
- Contribute to the robust benefit tracking and reporting systems, ensuring accurate quarterly and annual program reporting to Corporate Planning & Performance and the Transformation Steering Committee.
- Contribute to the development of policies, tools, and frameworks that support a consistent approach to continuous improvement and benefit realisation.
- Support benchmarking and evaluation of the CI Program against local government and industry best practice.
- Contribute to organisational awareness and communication of continuous improvement achievements, outcomes, and learning.
- Collaborate across departments to ensure alignment of CI initiatives with strategic and transformation objectives.
- Support forecasting and planning for future CI Program needs and champion capability growth.
- Develop and maintain a structured approach for identifying, prioritising, and tracking organisational improvement opportunities.
- Provide expert advice to leadership on strategic improvement opportunities and organisational performance trends.

Corporate Responsibilities

General Staff – no supervisory responsibilities

- Adhere to all corporate policies, procedures, and the organisational goals and values in the current Whitehorse City Council Collective Agreement.
- Apply sound risk management principles and support a safe workplace.
- Promote gender equality initiatives and a child-safe workplace in accordance with Council's policies and action plans.
- Demonstrate commitment to continuous improvement, customer focus, and organisational learning.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil (no direct reports).

- Accountable for the delivery and effectiveness of the CI Champion Program, including reporting accuracy and quality of coaching outcomes.
- Accountable for the quality and consistency of CI tools, frameworks, and methodologies used across the organisation.
- Responsible for ensuring timely and accurate reporting on CI benefits and program outcomes.
- Works under the general direction of the Coordinator Futures Projects and in collaboration with the Futures & Technology Directorate.
- Exercises discretion and initiative within established policy and procedural frameworks.

Judgement and Decision Making

- Uses professional judgement to guide and support CI projects, training, and champion development.
- Identifies risks, opportunities, and improvements for program enhancement.
- Refers complex or strategic matters to the Coordinator Futures Projects.
- Assesses and mitigates risks associated with CI projects and program delivery.
- Makes informed recommendations on process design and resource optimisation to senior stakeholders.
- Applies analytical and evaluative judgement to assess the effectiveness of improvement initiatives.

Specialist Knowledge and Skills

- Applied knowledge of Continuous Improvement methodologies such as Lean or Six Sigma, with the ability to adapt principles to local government settings.
- Strong data and benefit analysis, reporting, and presentation skills.
- Competency in using MS Office, SharePoint, and Power BI.
- Understanding of organisational change and transformation principles.
- Skilled in coaching, facilitation, and adult learning methodologies.
- Skilled in applying change management and behavioural insights to drive sustainable improvement.
- Capacity to anticipate organisational needs and recommend strategies for long-term capability development.

Qualifications and Experience

- Relevant tertiary qualification in business administration, project management, or equivalent discipline.
- Demonstrated experience applying Continuous Improvement methodologies and delivering measurable outcomes.
- Experience in training, facilitation, or coaching roles, ideally within a large or complex organisation.
- Working with Children Check (mandatory).
- Satisfactory National Criminal History Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work (desirable).

Interpersonal Skills

- Strong stakeholder engagement and relationship management skills.
- High-level written and verbal communication skills with the ability to influence and negotiate effectively.
- Ability to coach and motivate others to achieve results through collaboration.
- Resilience and adaptability in a complex and dynamic environment.
- Commitment to teamwork, inclusion, and shared success.
- Ability to influence and build commitment among senior leaders and stakeholders towards improvement objectives.
- Strong facilitation and negotiation skills to achieve consensus on organisational priorities

Management Skills

- Ability to plan, prioritise, and manage multiple projects and competing deadlines in a dynamic environment.
- Capability to lead cross-functional teams and influence staff at all levels without direct line management authority.
- Skilled in coaching, mentoring, and building capability across teams to embed customer-centric principles and practices.
- Ability to manage change effectively, fostering engagement and commitment to organisational transformation.
- Strong organisational skills, with the capacity to coordinate resources and deliver initiatives within budget and timeframe parameters.
- Demonstrated ability to contribute to policy development and implementation related to customer experience and service excellence.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Demonstrated experience leading or delivering continuous improvement initiatives and applying recognised methodologies such as Lean or Six Sigma.
2. Demonstrated ability to coach and mentor individuals and teams in continuous improvement principles and practice.
3. Strong analytical and reporting skills with experience in benefit tracking and evaluation.
4. Excellent stakeholder engagement, communication, and facilitation skills.
5. Demonstrated ability to foster a culture of improvement and collaboration across diverse work areas.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	Minor/occasional	As required
Hand/Arm Movement Tasks involve use of hand/arms	Minor/occasional	As required
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Minor/occasional	As required
Standing Tasks involve standing in an upright position	Minor/occasional	As required
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Minor/occasional	As required
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Minor/occasional	As required
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	Minor/occasional	As required
Pushing/Pulling Tasks involve pushing/pulling away from and towards the body	Minor/occasional	As required
Keyboard Duties Tasks involve sitting at workstation and using computer.	Sitting at workstation and using computer	Daily
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard required for driver's licence	As required

Any other relevant comments: