Whitehorse City Council

Position description

Position title: Coordinator Applications and Projects	
Classification: Senior Executive Officer	**Effective Date**: 11th Jan 2027
Reports to: Manager Organisational Technology	**Tenure**: Permanent Full Time

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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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 delivery, operation, governance, modernisation and continuous improvement of Council's business applications portfolio and related technology projects. The role provides leadership across corporate and enterprise applications, application support, upgrades, replacements, enhancements, integrations and major projects that enable reliable, effective and customer-focused Council services. A key focus of the position is to support Council's technology transformation by rationalising, optimising and modernising applications to improve value, reduce duplication and manage costs within budget constraints. The position works closely with business owners, vendors, project managers and Organisational Technology teams to ensure Council's applications are secure, well governed, fit for purpose and aligned with organisational priorities.

Key Responsibilities

Position Specific Responsibilities

- Lead the delivery, support, governance and continuous improvement of Council's business applications portfolio.
- Lead and coordinate the Business Applications and Projects team, including Business Applications Specialists, Analysts and Technology Project Managers
- Provide leadership and oversight of technology project managers delivering major application replacement, upgrade, enhancement and implementation projects.
- Work with business owners, stakeholders and vendors to understand, prioritise and plan application, integration and project requirements.
- Oversee support and administration of core corporate applications, ERP systems and other business systems, including Infor Pathway, OpenText Content Manager, Oracle Fusion and related platforms.
- Ensure application projects, upgrades, replacements and enhancements are delivered in accordance with Council's project management, change management and governance frameworks.
- Lead application portfolio planning, including lifecycle management, roadmap development, rationalisation, optimisation, risk identification, prioritisation and benefits realisation.
- Ensure application security, access management, compliance, licensing, documentation and support arrangements are maintained in line with organisational requirements.
- Build and maintain effective relationships with vendors, suppliers and service providers, including supporting contract performance, issue resolution and vendor negotiations where required.
- Manage application-related risks, service issues, project dependencies and operational priorities, escalating matters where appropriate.

- Support business process improvement, service optimisation and the adoption of fit-for-purpose technology solutions across Council.
- Maintain operational costs in line with annual budget and project planning, including identifying opportunities to optimise application usage, reduce duplication and maximise value from existing investments.
- Lead application modernisation initiatives as part of Council's broader technology transformation, including supporting transition to contemporary, fit-for-purpose platforms and improved ways of working.
- Lead, develop and mentor the Applications and Projects team, demonstrating high standards of accountability, customer service and professionalism.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Responsible for the financial and contractual management of agreements, with demonstrated experience and evidence of accountability in overseeing financial performance, compliance, and contract delivery.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- 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.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: Accountable for the planning, monitoring and management of relevant application and project budgets within the Organisational Technology budget allocation. Provides strategic input into budget development, procurement planning, contract arrangements and vendor engagement, ensuring expenditure is managed responsibly and within delegated authority. The position can approve expenditure up to $50,000.

Staff responsibility: Accountable for the leadership, supervision, coordination and

performance management of the Applications and Projects team, including Business Applications Specialists, Business Applications Analysts and Technology Project Managers. The incumbent may also lead and coordinate cross-functional resources, project teams and external parties in the delivery of major application and technology initiatives.

Judgement and Decision Making

- This position exercises strategic judgement in leading Council's business applications portfolio and related technology projects within organisational priorities, policies, budgets and governance frameworks.
- The role operates with a high degree of autonomy in setting work priorities, determining approaches, allocating resources, overseeing delivery and maintaining continuity of critical business applications and related services.
- Decisions made by the position may have a substantial impact on Council services, digital service delivery, system availability, project outcomes, business continuity, risk exposure, compliance and the efficient use of resources.
- The position analyses complex business, technical and service factors to evaluate and recommend options for application improvements, replacements, upgrades, enhancements, rationalisation and modernisation, balancing service requirements, technical viability, risk, cost, timing and organisational benefit.
- The role develops and directs workplans, roadmaps and initiatives that support portfolio governance, continuous improvement, service optimisation and technology transformation.
- The position reports to the Manager Organisational Technology on performance, progress, risks, issues, dependencies and vendor matters, and is accountable for timely escalation of matters requiring executive input, endorsement or approval.
- The role draws on external networks, vendor advice and industry knowledge to inform contemporary application management, digital service delivery and long-term portfolio planning.

Specialist Knowledge and Skills

Licences and Experience:

- Extensive experience leading business applications, enterprise systems, application support or technology project delivery functions in a complex, multi-service organisation.
- Demonstrated senior-level experience governing, optimising and improving complex corporate applications, ERP platforms and business systems across their lifecycle.
- Highly developed understanding of ICT trends, issues and opportunities across business applications, SaaS platforms, integrations, reporting, automation, cyber security considerations and project delivery.

- Proven experience managing application risk, operational performance, vendor performance, service continuity, licensing considerations and business system lifecycle planning
- Strong experience engaging with business areas, system owners, executives and vendors to understand service requirements, prioritise needs and translate these into practical application, improvement and project outcomes.
- Demonstrated experience leading teams, setting performance measures, coaching staff and embedding continuous improvement.

Technology:

- Advanced experience with corporate and enterprise applications such as Infor Pathway, OpenText Content Manager, Oracle Fusion and related Council business platforms.
- Strong capability in business analysis, process mapping, requirements management, testing, release management, change control and transition to support.
- Well-developed knowledge of integration technologies, APIs, data flows, reporting platforms, application security principles and service management concepts.
- Demonstrated experience overseeing application upgrades, replacements, enhancements, implementations and post-go-live support arrangements.
- Ability to analyse application data, identify trends and insights, and present operational results, risks and performance metrics to senior stakeholders.
- High-level knowledge of enterprise business applications and the operational, technical, financial and governance considerations associated with managing them in a large and complex organisation.
- Thorough knowledge of application lifecycle management, service management, change control, integration technologies, data and reporting, security, vendor management and project delivery methodologies.
- Strong understanding of how business applications support organisational processes and service delivery, and how application design, support arrangements and system changes influence organisational performance, service outcomes, compliance and organisational risk.
- Contemporary knowledge of technology trends, emerging opportunities and industry practices, with the ability to apply this knowledge to improve Council's applications environment, service delivery and business outcomes.

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualification in Information Technology, Information Systems, Business Systems, Project Management or a similar discipline, and/or significant practical experience in a similar senior technology leadership role.

- Minimum seven years' demonstrated experience in senior technology leadership, business applications, enterprise systems, project delivery or IT operational roles in a comparable complex environment, with experience influencing outcomes across multiple stakeholders and service areas.

Interpersonal Skills

- Highly developed verbal and written communication skills, including the ability to communicate technical, project and business application matters clearly and persuasively to executives, employees, vendors and stakeholders.
- Strong customer focus with the ability to balance service delivery, responsiveness and practical outcomes in a complex environment.
- Highly developed consultation, negotiation, facilitation and conflict resolution skills.
- Demonstrated ability to establish, build and maintain effective working relationships across internal and external stakeholders, including the ability to gain co-operation and manage competing priorities.
- Demonstrated ability to work flexibly, collaboratively and effectively as part of a team in a demanding work environment while maintaining a high level of professionalism and discretion.
- Ability to influence, persuade and gain co-operation from a diverse range of stakeholders, often with differing priorities, to progress service improvements, resolve issues and achieve agreed outcomes.
- Ability to communicate confidently with both technical and non-technical audiences, present information clearly and represent the team in executive meetings, workshops, forums and vendor discussions.
- Highly developed relationship management skills to build trust, support collaboration, manage expectations and resolve conflict in a constructive manner.

Key Relationships:

- The position liaises with staff at all levels across the organisation, including the Manager Organisational Technology, Executive Leadership Team, managers, system owners, business application owners, project sponsors and the wider user base.
- The position maintains professional relationships with government departments and agencies, Municipal Association of Victoria, other municipalities, software vendors, implementation partners, managed service providers, suppliers and relevant staff associations.

Management Skills

- Values-driven leadership with high levels of emotional intelligence, integrity and accountability.

- Ability to establish clear work priorities, monitor performance, support staff development, provide coaching and direction, and manage workload allocation to respond to changing business demands.
- Ability to lead, develop, motivate and mentor team members to achieve operational, project and strategic outcomes.
- Ability to foster a culture of innovation, service orientation, risk awareness and continuous improvement across the Applications and Projects team.
- Strong budget, project, workload and resource management skills.
- Ability to embed effective governance, risk and compliance practices in line with legislative, regulatory and organisational requirements.
- Ability to manage competing priorities across business-as-usual application support, vendor activity, project delivery and organisational demand.
- Highly developed management capability to plan, prioritise and coordinate the work of a specialist team and associated project resources to achieve agreed outcomes within time, budget, quality and risk parameters.
- Capacity to manage resources effectively, maintain team focus on service outcomes and ensure appropriate systems, processes and controls are in place to support consistent and sustainable delivery.
- Where required, the role contributes to the development and implementation of improved work practices, team capability, operating models and service models.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

The following key selection criteria apply to this position:

1. Relevant tertiary qualification in Information Technology, Information Systems, Business Systems, Project Management or a similar discipline, and/or significant equivalent experience.
2. Extensive knowledge of ICT trends, issues and opportunities across business applications, enterprise systems, SaaS platforms, integrations and technology project delivery.
3. Demonstrated ability to lead, develop and motivate technology teams to deliver operational, project and strategic outcomes.
4. Demonstrated ability to manage application risk, service continuity, vendor performance, project delivery and business system lifecycle planning in a complex organisation.
5. Experience managing complex programs or projects, and contributing to the development of effective service delivery models, work practices and continuous improvement initiatives.

6. Excellent written, verbal, negotiation and stakeholder engagement skills, with the ability to build effective relationships at all levels.
7. The successful incumbent will also demonstrate maturity, resilience, initiative, sound professional judgement and the ability to work with a high level of independence within defined organisational frameworks.

Physical Requirements

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.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	**Specific Physical Job Tasks**	**Frequency/Duration of performance of task per day**	**Comments**

Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: