Whitehorse City Council

Position description

Job title: Coordinator Futures Projects	
Classification: Senior Executive Officer	**Effective Date**: 31 March 2026
Reports to: Manager Futures Strategy & Projects	**Tenure**: Permanent
People Leader to:	Project Managers Futures, Customer Experience Program Specialist, Continuous Improvement Program Specialist.

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

The Coordinator Futures Projects leads and coordinates the Futures Projects portfolio that identifies, scopes and delivers organisational transformative initiatives. The role ensures Council is equipped to meet the future needs of the community by leading service reviews, continuous improvement, and broader organisational transformative initiatives that drive innovation, efficiency, build capability and improve community outcomes.

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

A SEO is responsible for the management and leadership of all unit/ team 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 manage the Futures Projects portfolio to deliver organisational transformative initiatives aligned with Council's strategic objectives.
- Support the Executive Leadership Team to actively participate in the Eastern Region Group Shared Services Program
- Oversee the delivery of projects focused on service reviews, continuous improvement, customer experience (CX) and organisational innovation.
- Provide strategic guidance and leadership to the Continuous Improvement Program Specialist, CX Specialist and Futures Project Managers to deliver outcomes that strengthen organisational capability.
- Identify strategic and future focused opportunities for improvement across systems, processes, culture and services to ensure readiness for our evolving community.
- Coordinate project governance, ensuring alignment with Council's frameworks and organisational objectives.
- Foster a collaborative, future-focused culture that promotes innovation, continuous learning and adaptability.
- Support the delivery of measurable benefits through Futures Projects, ensuring that outcomes are sustainable and meet the evolving needs of the community.
- Prepare reports, recommendations and presentations for the Executive Leadership Team and Council to inform decision-making and track progress.
- Collaborate with departments and key stakeholders to ensure the successful alignment of Futures Projects and organisational initiatives.
- Champion a culture of service excellence and organisational improvement across all teams.

Corporate Responsibilities

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:

- Manage and oversee the setting of goals in line with Council and unit/ team strategies and plans, expectations and providing performance guidelines.
- Sharing expertise in area of discipline to develop the professional skills of others across unit/ team and as relevant, the organisation to ensure Council builds expertise and capability.
- Lead unit/ team planning, budgets and reporting, including evaluating progress, results and trends.
- Provide equitable and sound people leadership, (including ensuring appropriate training, development, and motivation) to ensure that unit/team performance is measured and proactively managed.
- 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.

Unit/ Team Leadership:

- Plan, seek, allocate and monitor resources to achieve service outcomes on time and on budget.
- Manage unit/ team performance against expectations of service.
- Think and act strategically, particularly in relation to unit/ team level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement

Organisational Leadership:

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.

- Exercise financial management responsibilities and financial and P&C delegations when required.
- 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.
- Oversee team/ unit awareness of and compliance with relevant regulations and legislation.
- 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.
- Oversee appropriate care and use of relevant assets and equipment.

Accountability and Extent of Authority

Budget: The position is responsible for the business unit budget.

Staff responsibility

The position operates with autonomy within the Futures Projects portfolio, exercising professional judgement and decision-making to deliver outcomes. The role provides direction to direct reports, manages resources effectively and ensures projects meet agreed objectives and standards. Decisions made in this role influence Council's organisational capability, project success and long-term community outcomes.

Judgement and Decision Making

- Accountable for the successful delivery of the Futures Projects portfolio, ensuring initiatives align with Council's strategic objectives and community needs.
- Exercises professional judgement in prioritising, scoping, and resourcing organisational transformative initiatives.
- Makes decisions regarding project planning, governance, and methodology to ensure outcomes are sustainable and measurable.
- Provides strategic recommendations to the Executive Leadership Team and Council, influencing organisational decision-making and capability development.
- Determines allocation of resources, including staffing and budgets, across multiple projects to achieve optimal outcomes.
- Evaluates complex organisational challenges and identifies opportunities for innovation, improvement, and risk mitigation.
- Balances competing priorities and stakeholder interest to make informed, evidence-based decisions.

Specialist Knowledge and Skills

Licences & Experience:

- Extensive knowledge of organisational change management, continuous improvement methodologies, customer experience and service review processes

- Strong understanding of project management frameworks, governance, and risk management practices.
- proficiency in strategic planning, program coordination, and benefits realisation for organisational initiatives.
- Ability to analyse complex data, identify trends, and translate insights into actionable strategies.
- Exceptional stakeholder engagement, negotiation, and communication skills, including report writing and presentations.
- Experience in leading multidisciplinary teams within large, complex organisations, preferably local government.
- Competence in relevant technology platforms for project management, reporting, and collaboration.
- Knowledge of legislation, policies, and regulatory requirements relevant to local government operations

Technology:

- Contemporary understanding of how digital tools, data, artificial intelligence and customer management systems can improve service delivery, decision-making and organisational performance.

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualifications in business, project management, organisational development or a related field.
- Extensive experience leading complex projects, organisational change or improvement programs within a large organisation, preferably in local government.
- Proven experience managing multidisciplinary teams to deliver measurable organisational outcomes.
- Strong understanding of project governance, service review methodologies and continuous improvement practices.
- Experience delivering initiatives aligned with organisational and community-focused objectives.

Interpersonal Skills

- Effective communication and negotiation skills with the ability to engage and influence at all levels.
- Ability to lead with integrity, transparency and accountability.
- Proven ability to build trusted relationships across the organisation and with external partners.
- Excellent written and verbal communication skills, including report writing and presentations.
- Collaborative and adaptable leadership style with a focus on people development and engagement.

Key Relationships:

- All Council Staff
- Senior Leadership Team
- Executive Leadership Team

- Reports to the Manager Futures Strategy & Projects.

Management Skills

- Provide strong leadership and motivation in a diverse, changing and complex environment.
- Advise on and lead significant workplace reform, organisational change and benefits realisation.
- Lead, develop and motivate the department, ensuring alignment with Council purpose, strategic direction and values.
- Develop and monitor performance objectives for staff and build capability across diverse professional functions.
- Demonstrate high levels of emotional intelligence, integrity, critical self-awareness and sound judgement.
- Influence change and maintain positive relationships within a political and community-focused environment.
- Embed a culture of accountability, service orientation and continuous improvement across the department.
- Apply governance, risk and compliance practices in line with legislative and regulatory standards and Council's risk appetite.
- Consider multiple perspectives and complex information to develop viable options and make sound recommendations.
- Produce high quality reports and discussion papers, make persuasive formal presentations and represent Council in professional, organisational and community forums.

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: Hires and deploy people effectively and apply sound talent management and workforce planning principles.
- Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.
- Oversees the workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.
- Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.
- Ensures 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.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- Psychometric Assessment.
- Right to work in Australia.
- Qualification/ Certification

Key Selection Criteria

1. Proven experience leading and managing organisational improvement and transformative initiatives in a large, complex organisation.
2. Demonstrated ability to lead multidisciplinary teams to deliver high-quality, measurable outcomes.
3. Exceptional communication, facilitation, and stakeholder management skills across diverse audiences.
4. Strong strategic thinking, problem-solving and decision-making capabilities.

5. Experience and exceptional ability to collaborate and influence diverse stakeholders in a complex and political environment to build agreement and deliver change.
6. Experience driving organisational capability, continuous improvement, and innovation to meet future community needs.

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

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
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: