



# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Coordinator Futures Projects	
<b>Classification:</b> Senior Executive Officer	<b>Effective Date:</b> 31 March 2026
<b>Reports to:</b> Manager Futures Strategy & Projects	<b>Tenure:</b> Temporary until 30 June 2029

### 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.
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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.

## 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.

### *Leadership*

- Lead, motivate and develop team members to deliver high-quality outcomes and build organisational capability.



- Promote an inclusive and collaborative work environment that values innovation and continuous improvement.
- Encourage professional development, performance excellence and accountability across the Futures Projects team.
- Model constructive leadership behaviours that reflect Council's values and commitment to community outcomes.
- Drive alignment of team objectives with Council's strategic direction, organisational principles and values.

#### *Corporate Responsibilities*

- Adhere to all corporate policies, procedures and organisational values outlined in the Whitehorse City Council Collective Agreement.
- Understand and comply with Council's Risk Management Policy and related procedures to minimise injury or loss to individuals, assets or equipment.
- Report any matters that may impact the safety of employees, citizens, assets or equipment.
- Support and promote actions within Council's Gender Equality Action Plan to improve workplace equality and inclusion.
- Champion a safe environment for children and young people in accordance with Council's commitment to child safety.

#### **Accountability and Extent of Authority**

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**

- 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

### **Qualifications and Experience**

- 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.

### 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. 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
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	Minor/occasional	As required
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Minor/occasional	As required
<b>Bending/Twisting</b>	Minor/occasional	As required



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

**Any other relevant comments:**