

WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Organisational Development and Culture	
Classification: Band 8	Effective Date:
Reports to: Manager People and Culture	Tenure: Interim (3 months)

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.

WHITEHORSE CITY COUNCIL

Position description

Goal Statement

The primary purpose of this position is to define, develop and deliver organisational Culture, Values and Engagement, Organisational Development (OD), Learning and Development (L&D) and Diversity and Inclusion (D&I) strategies, plans and policies which are aligned and facilitate delivery of Council's purpose and strategic direction in accordance with Council's People and Culture Service Plan.

The position provides specialist expertise to People and Culture and the Executive Leadership Team (ELT) in support of organisational performance and progress leveraging the breadth of disciplines across Organisational Development. Leading and managing a team of advisers in the development and delivery of programs across all aspects of OD (e.g. values, culture, employee engagement, performance, leadership, L&D, D&I), the role leads and informs organisational level and local-area solutions aligned with Council's Transformation Principles.

Key Responsibilities

Position Specific Responsibilities

Strategic direction and advice:

- Provide strategic direction and advice that drives leader accountability for a high performing and inclusive culture underpinned by Council values.
- Oversee design, development, implementation, communication and monitoring of Council's OD program of work, in support of organisational progress and performance aligned to Transformation Principles.
- Drive and lead Council's OD priorities, leading breakthrough projects actively collaborating with key partners across the organisation.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding OD and Culture.
- Drive a data driven approach to develop deep insights, analyse and address organisation-wide problems. Use data and consult widely across the organisation to identify trends, patterns, issues and opportunities that impact capability, performance, development and culture.

Culture, values and engagement:

- Advise and actively enable leader accountability for a high performing and inclusive culture underpinned by Council values. Drive a data-led understanding of organisational culture to articulate where we need to be, and the drivers required to get there.
- Lead Council's Values in Action ensuring integrating organisational values and behaviours across all organisational and people policies, practices and systems.
- Enable the Strategic People Partners to cultivate Council's Culture across the organisation consulting and supporting Senior Leaders in their change processes.

WHITEHORSE CITY COUNCIL

Position description

- Advise on appropriate methodologies and solutions for culture, engagement, organisational development and change to drive and enable culture and performance.
- Establish engagement and communication strategies that are compelling, consistent, multi-channelled and long lasting.

Performance and capability development:

- Ensure the development, implementation and embedding of a Capability Framework including integrated tools for assessments, organisational curriculum and development planning.
- Oversee the development and implementation of an Induction and whole of organisation Learning and Development Program and budget strategically linked to the Capability Framework and organisational need.
- Oversee, design and implementation of programs and activities that ensure capability building and create sustained behaviour change.
- Oversee the design and delivery of solutions to build and maximise leadership capability supporting organisational outcomes. Take a lead role on senior leadership programs and oversee and advise for middle and frontline programs. This will include common tools/methods/techniques, blended learning solutions, complex facilitation workshops, vendor management and coaching.
- Build and foster a culture of performance across the organisation with progressive development of the Performance Planning and Review framework, embracing best practice and principles of human centred design and agile ways of working.

Diversity and Inclusion:

- Provide strategic direction and advice to inform Council's approach Workplace Diversity and Inclusion in support of a Safe, Inclusive and Respectful Workplace.
- In collaboration with key stakeholders, including the Community Engagement and Development team, inform and actively enable implementation of Diversity and Inclusion initiatives across Council.
- Directly lead breakthrough project in Diversity and Inclusion actively collaborating with key partners across the organisation.

Reward and recognition:

- Provide strategic input and advice to the development of the Council's Reward & Recognition Policy and Program to achieve its stated purpose in line with the organisation's strategic objectives.
- Oversee execution of the program through the People Support Centre.

Change management:

- Through strong partnership across People and Culture and Transformation, enable organisational change processes and activities through effective engagement and leadership.

WHITEHORSE CITY COUNCIL

Position description

- In collaboration with Transformation directorate, align OD levers to established frameworks, standards and practices for effective change management across the organisation.

Leadership and management

- Manage and oversee the OD team setting goals, expectations and providing performance guidelines.
- Sharing strategic expertise in breadth of disciplines across Organisational Development to develop the professional skills of others, primarily across the People and Culture function to ensure we build expertise and capability.
- Lead team planning, budgets and reporting, including evaluating progress, results and trends.
- Exercise financial management responsibilities and financial and P&C delegations when required.
- Model and maintain confidentiality when accessing personal or other sensitive information of Council staff.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- Lead in the spirit and practice of Council's Code of Conduct and other applicable policies and practices.
- 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.
- 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

Authority

Budget

Preparation, oversight and management of the OD and Culture budget, including Council's Corporate Learning and Development budget.

Supervision

Supervision of a specialist team to ensure deadlines are met and to achieve specific and set objectives within resources available.

Decision Making:

Exercise judgment and solve complex problems. Make decisions independently and take an innovative approach. Exercise loyalty, judgment and discretion regarding confidential issues.

WHITEHORSE CITY COUNCIL

Position description

Key Relationships

The position will liaise and negotiate with leaders, employees and volunteers at all levels of the organisation, including the Executive.

The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers and regulatory bodies (e.g. Commission for Gender Equality).

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualifications in Human Resources, Organisational Development, Psychology or a related field is required.
- Post graduate qualifications in a relevant field is desirable.
- Substantial experience in a senior leadership role across HR, organisational development or people development in a complex and dynamic environment.
- Demonstrated depth of experience developing and delivering HR/ OD frameworks, strategies, policies, plans and projects that align people and organisational goals and improve culture, engagement and performance.
- Established expertise in contemporary OD strategies and initiatives including leadership capability, performance, talent, succession and related frameworks.
- Experience implementing principles of diversity and inclusion as they relate to organisational development.
- Excellent communication skills (written and verbal) including the ability to adapt communications to identified need and/or purpose, build relationships and gain cooperation with stakeholders with varied levels of understanding and/or experience.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology

- Advanced skills in Microsoft Office applications.
- Working knowledge of OD related diagnostic tools and systems.

Other Technical Skills

- Ability to conduct research, develop and present reports, briefing papers and high-level correspondence.
- Excellent policy formulation skills and the ability to evaluate and amend policy where required to meet organisation needs.
- Knowledge of the Victorian *Gender Equality Act 2020* and *Local Government Act 2020*.
- Understanding of principles of Human-Centered design.

WHITEHORSE CITY COUNCIL

Position description

Interpersonal

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Highly developed problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion
- Highly developed engagement, negotiation and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

Leadership/management:

- Actively contribute to and enable corporate planning process and annual budget process.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Manage team performance and fosters an environment that encourages new ideas and provides support for the development of emerging skills.
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Manage team performance and fosters an environment that encourages new ideas and provides support for the development of emerging skills.
- Think strategically, particularly in relation to organisational level strategies, programs and approaches.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

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

WHITEHORSE CITY COUNCIL

Position description

Key Selection Criteria

- Relevant tertiary qualifications in Human Resources, Organisational Development, Psychology or a related field is required.
- Post graduate qualifications in a relevant field is desirable.
- Substantial experience in a senior leadership role across HR, organisational development or people development in a complex and dynamic environment.
- Demonstrated depth of experience developing and delivering HR/ OD frameworks, strategies, policies, plans and projects that align people and organisational goals and improve culture, engagement and performance.
- Established knowledge of contemporary OD strategies and initiatives including leadership capability, performance, talent, succession and related frameworks.
- Experience implementing principles of diversity and inclusion as they relate to organisational development.
- Highly developed problem solving, negotiation and influencing skills.

WHITEHORSE CITY COUNCIL

Position description

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.		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	

WHITEHORSE CITY COUNCIL

Position description

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