

Position title: Coordinator People Support and Operations	
Classification: Band 8	Effective Date: July 2026
Reports to: Manager People & Culture	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	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

Working closely with the Manager People & Culture and part of the People & Culture lead team, this position leads the People & Culture operations and support function, delivering contemporary, customer-focused services that support employees and leaders across the full employee lifecycle. The role is responsible for optimising People & Culture systems (HCM), data integrity, reporting and workforce insights, ensuring fit-for-purpose processes, governance and analytics that support informed decision-making, operational excellence and continuous improvement. This role will champion best-practice customer service and deliver operational excellence and support other projects as required.

Key Responsibilities

Position Specific Responsibilities

- Lead the People & Culture Operations team, providing leadership, coaching and direction to deliver high-quality, customer-focused services across the employee lifecycle.
- Ensure the effective and best-practice delivery of end-to-end People & Culture operations, maintaining efficient, compliant and best-practice processes that support employees and leaders.
- Lead the enhancement and delivery of People & Culture reporting, workforce metrics and quarterly performance PowerBI dashboards, providing meaningful insights to inform decision-making.
- Maintain and continuously improve People & Culture systems (Oracle HCM), data integrity and reporting capabilities, ensuring technology and processes remain fit for purpose.
- Lead governance of People & Culture systems, ensuring data quality and system integrity.
- Identify and implement process improvements that enhance operational efficiency and improve the employee and leader experience across all People & Culture services.
- Partner across the People & Culture function to provide operational support for organisational initiatives including workforce planning, talent acquisition, learning and development, organisational development, health, safety and wellbeing, and employee experience.
- Develop, maintain and embed People & Culture policies, procedures, governance frameworks and operational documentation to support consistency, compliance and continuous improvement.
- Monitor compliance with People & Culture policies, procedures and governance frameworks, identifying opportunities for continuous improvement and risk mitigation.



- Build trusted relationships with leaders and stakeholders, providing expert operational advice, resolving complex enquiries and fostering a culture of responsive, high-quality customer service.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Coordinator 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.
- 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: As assigned by People & Culture Manager

Staff responsibility: Support Team – People & Culture Support Officers

Judgement and Decision Making

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



- Autonomous decision-making within established policies and procedures, with authority to escalate complex issues.

Specialist Knowledge and Skills

Licences and Experience:

- Substantial experience in HR/People & Culture generalist or operational teams, with understanding of Fair Work Act and other employment related legislation.
- People leadership experience.
- Sound project management, problem-solving and process mapping expertise.
- Experience developing process documentation, user guides and training materials to support capability uplift and knowledge transfer, including Policies and Procedures.
- Strong capability in data extraction, validation, analysis and interpretation, with the ability to translate data into meaningful insights and recommendations.

Technology:

- Advanced skills in Microsoft Office application.
- Sound knowledge of HRIS and Payroll systems (Oracle HCM and Payglobal desirable).
- PowerBI

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualifications in Business, Human Resources, Data Analytics, Information Systems or a related discipline, and/or equivalent experience.
- PowerBI certification (highly desirable)
- AHRI membership (desirable)

Interpersonal Skills

- Outstanding communication and interpersonal skills.
- Proven ability to manage a dynamic workload and foster a positive team environment.
- Continuous improvement mindset.
- Highly developed problem-solving skills and sound judgment.
- Highly developed engagement, negotiation, and influencing skills.
- High self-awareness and capacity to build trust.
- A personal style that model's integrity, equity and transparency.
- Excellent presentation skills.

Key Relationships:

- **Internal:** Leaders, employees and service providers at all levels.



- **External:** Other councils, external partners, unions and regulatory bodies (e.g. Fair Work Commission).

Management Skills

- Actively contribute to corporate and business planning and budget processes.
- Understand Council's goals, values and operating context.
- Plan, allocate and monitor resources effectively.
- Manage team performance and foster a supportive environment.
- Lead, motivate and develop employees.
- Ensure implementation and compliance with organisational policy and legislative requirements.
- Think strategically.

Application Requirements

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

Key Selection Criteria

1. **Leadership and people management**
Demonstrated experience leading, developing and motivating a high-performing team, fostering a collaborative, customer-focused culture while delivering quality outcomes and continuous improvement.
2. **People operations and service delivery**
Demonstrated experience leading contemporary People & Culture operations and delivering efficient, compliant and customer-focused services across the employee lifecycle, with a strong commitment to continuous improvement and service excellence.
3. **Systems, reporting and workforce analytics**
Demonstrated experience managing People & Culture systems, data integrity and reporting, with the ability to develop workforce metrics, dashboards and insights that support evidence-based decision-making and organisational performance.
4. **Process improvement and operational excellence**
Proven ability to review, redesign and improve business processes, systems and governance frameworks to enhance efficiency, compliance and the employee and leader experience.
5. **Stakeholder engagement and business partnering**
Highly developed relationship management skills, with the ability to build trusted partnerships, provide expert advice and collaborate effectively with leaders and stakeholders across the organisation.
6. **Planning, project delivery and adaptability**
Demonstrated ability to plan, prioritise and deliver multiple projects and operational initiatives simultaneously, adapting to changing priorities while achieving high-quality outcomes.



7. **Problem solving and judgement**

Well-developed analytical and problem-solving skills, with the ability to interpret information, resolve complex issues, exercise sound judgement and make informed recommendations.

8. **Communication and influence**

Excellent written and verbal communication skills, with the ability to communicate complex information clearly, influence decision-making and prepare high-quality reports, correspondence and presentations for a range of audiences.

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	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	May work at sit/stand desk, make presentations	Sometimes/often	
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		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	



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	A large portion of the work will involve using a computer sitting at a work station.	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Frequently	

Any other relevant comments: N/A