

WHITEHORSE CITY COUNCIL

Position description

Job title: Customer Experience Program Specialist	
Classification: Band 7	Effective Date: 31 March 2026
Reports to: Coordinator Futures Projects	Tenure: Temporary until 30 June 2027

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

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

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 Customer Experience (CX) Specialist is responsible for leading and building capability in customer experience across Council. This role drives the adoption of customer-centric practices to embed experience-led improvement in everyday service delivery, ensuring that Council's interactions with customers, employees, and partners are meaningful, efficient, and responsive.

Key Responsibilities

Position Specific Responsibilities

- Build organisational capability and the practice of customer experience.
- Develop and implement resources, and training that strengthen customer experience capability. This will include a focus on building staff capability to use data effectively in monitoring and improving customer experience.
- Lead the documentation and mapping of customer journeys, processes, and touchpoints to inform future system and service improvements.
- Support knowledge sharing and embed a customer-centric mindset across the organisation.
- Develop and maintain systems to collect and analyse customer feedback, data, and insights.
- Translate insights into actionable recommendations that enhance service delivery and inform decision-making.
- Contribute to the design of metrics and reporting frameworks that measure and communicate CX outcomes.

Corporate Responsibilities

General Staff – no supervisory 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.
- Promote gender equality initiatives and a child-safe workplace in accordance with Council's policies and action plans.
- Demonstrate commitment to continuous improvement, customer focus, and organisational learning.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

- Accountable for leading the development and implementation of customer experience frameworks, ensuring alignment with Futures & Technology objectives.
- Exercises initiatives and professional judgement to identify, design, and deliver CX capability-building initiatives and service improvements.
- Operates under broad direction from the Coordinator Futures Projects, with responsibility for achieving agreed project outcomes, timelines, and quality standards.
- Decisions and actions taken at this level have a significant impact on organisational culture, service performance, and community experience.
- Ensures compliance with all relevant legislation, policies, and frameworks, particularly those relating to governance, privacy, and data management.

Judgement and Decision Making

- Works independently and exercises professional judgement to develop frameworks, tools, and recommendations that guide CX practice across Council.
- Identifies opportunities for innovation and improvement using data, insights, and engagement feedback.
- Solves complex problems where guidance is not always readily available, applying sound reasoning and evidence-based decision making.
- Refers complex or high-risk matters to Coordinator Futures Projects or relevant senior stakeholders for resolution.
- Decisions contribute directly to Council's strategic objectives and reputation for service excellence.

Qualifications and Experience

- Relevant tertiary qualification in business administration, project management, or equivalent discipline.

- Demonstrated experience applying Continuous Improvement methodologies and delivering measurable outcomes.
- Experience in training, facilitation, or coaching roles, ideally within a large or complex organisation.
- Applied knowledge of Continuous Improvement methodologies such as Lean or Six Sigma, with the ability to adapt principles to local government settings.
- Strong data and benefit analysis, reporting, and presentation skills.
- Competency in using MS Office, SharePoint, and Power BI.
- Skilled in coaching, facilitation, and adult learning methodologies.
- Working with Children Check (mandatory).
- Satisfactory National Criminal History Check.
- Current Victorian Driver's Licence (desirable).

Interpersonal Skills

- Highly developed interpersonal and communication skills, with the ability to engage, influence, and negotiate effectively across all levels of the organisation.
- Demonstrated ability to build trust and maintain productive relationships with internal and external stakeholders.
- Skilled in facilitating collaborative processes that encourage creative thinking and shared ownership of outcomes.
- Ability to present complex information in a clear and accessible manner to diverse audiences.
- Strong coaching and mentoring capability to support cultural and behavioural change towards customer-centric service delivery.

Management Skills

- Ability to plan, prioritise, and manage multiple projects and competing deadlines in a dynamic environment.
- Capability to lead cross-functional teams and influence staff at all levels without direct line management authority.
- Skilled in coaching, mentoring, and building capability across teams to embed customer-centric principles and practices.
- Ability to manage change effectively.
- Strong organisational skills, with the capacity to coordinate resources and deliver initiatives within budget and timeframe parameters.

- Demonstrated ability to contribute to policy development and implementation related to customer experience and service excellence.

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. Demonstrated experience in customer or human experience design, implementation, and/or project delivery.
2. Proven experience, building organisational capability and embedding customer experience practices.
3. Highly developed oral and written communication skills, including the ability to influence and negotiate with diverse stakeholders.
4. Experience in using data and insights to drive evidence-based service improvements.
5. Ability to balance competing priorities and deliver outcomes aligned with Council's Futures & Technology agenda.

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	Minor/occasional	As required

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Tasks involve standing in an upright position		
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
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: