WHITEHORSE CITY COUNCIL

# Position description

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| **Job title**: Management Consultant, Local Councils Shared Services Lead | |
| **Classification**: Band 8 | **Effective Date**: 2026 (18mths from commencement) |
| **Reports to**: Director Corporate Services (on behalf of - and to - ERG Directors) | **Tenure**: Temporary |

## 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 |
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| 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 ERSS Management Consultant is responsible for leading the design and delivery of a strategic initiative that will advance regional collaboration and capability uplift across the five participating councils of the Eastern Region Group (ERG).

Beyond providing consulting and advisory expertise, the role is accountable for implementation and benefits delivery, ensuring that agreed recommendations are translated into embedded change and measurable outcomes for the participating councils.

Working across multiple organisations, the role will drive procurement standardisation and aggregate procurement by:

- applying contemporary management consulting disciplines to identify opportunities, diagnose organisational challenges, develop strategic options and support the implementation of complex transformation initiatives
- undertaking organisational diagnostics, strategic analysis, business case development and implementation planning to support the advancement of collaborative procurement initiatives whilst informing future service operation model.
- translating complex organisational challenges and stakeholder needs into evidence-based recommendations, implementation approach and delivery with measurable benefits
- providing expert advice to executive stakeholders
- developing implementation roadmaps, benefits realisation approaches
- supporting the successful delivery of the ERSS Procurement Program

A strong understanding of shared services, regional collaboration and multi-organisational operating environments is essential, as the role is focused on identifying and progressing opportunities that improve consistency, leverage collective capability, reduce duplication and strengthen outcomes across participating councils. Procurement knowledge provides important context, however expertise in organisational transformation, business improvement, stakeholder engagement, strategy development and implementation is considered more critical to success in the role.

## Key Responsibilities

***Position Specific Responsibilities***

- Lead the strategic planning and implementation of the ERSS Procurement Program, including project planning, reporting, risk management and stakeholder engagement. Apply strategic consulting methodologies to identify opportunities, develop recommendations and deliver organisational and regional transformation outcomes.
- Work closely with procurement teams across the five Eastern Region Group councils to align requirements, share practice and progress aggregated procurement opportunities, drawing on broader industry and subject matter expertise as required.
- Lead complex reviews and strategic analyses to diagnose organisational challenges, identify opportunities and develop evidence-based recommendations.
- Drive business improvement, shared services and enterprise optimisation initiatives across participating organisations.
- Evaluate organisational capability, governance frameworks, business processes and service delivery models to inform strategic decision-making and performance improvement.
- Identify and assess emerging opportunities to expand regional collaboration, shared procurement arrangements and service delivery models.
- Facilitate executive workshops, stakeholder engagement and strategic planning processes to build alignment and enable successful delivery of organisational priorities.
- Oversee project activities, workshops, meetings and action tracking across participating councils and governance groups. Lead the preparation of reports, analysis, modelling, briefing papers, presentations and provide expert advice and strategic recommendations.
- Provide trusted strategic advice to executive stakeholders and governance bodies to enable regional collaboration and shared service improvement opportunities.
- Apply strong commercial, financial and organisational acumen to assess opportunities, risks, benefits and implementation considerations and develop practical, outcome-focused recommendations.

*Analysis and strategic advisory*

- Lead complex quantitative and qualitative analysis to generate insights, evaluate opportunities and inform strategic decision-making.
- Develop and assess strategic options, risks and alternatives, translating evidence and stakeholder insights into clear recommendations and actionable outcomes.
- Prepare high-quality executive reports, business cases, briefing papers, presentations and strategic advice to support governance and investment decisions.
- Identify, quantify and articulate anticipated benefits, success measures and value realisation opportunities to inform decision-making, prioritisation and

continuous improvement.

*Governance and implementation*

- Synthesise complex organisational, operational, financial and stakeholder information into concise and compelling advice for executive and governance audiences.
- Establish implementation roadmaps, success measures and reporting frameworks to support the delivery, oversight and evaluation.
- Take responsibility for implementation and benefits delivery, not only advice, by progressing agreed recommendations through to embedded change and tracking and reporting realised benefits.

*Drive the design and delivery of a shared service solution(s)*

- Identify, assess and advance opportunities for regional collaboration, shared services and standardisation within procurement functions, practices and governance across participating councils.
- Identify and address barriers to collaboration, including differing policies, systems, processes, priorities, risk appetites and organisational practices across participating councils.
- Support the development of shared partnership arrangements and accountability mechanisms that enable collaborative procurement and ongoing regional collaboration.
- Monitor emerging trends, leading practices and opportunities in collaborative procurement, shared services and local government regional partnerships to inform future opportunities and continuous improvement.

*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.

## Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** Nil

This role is accountable for the delivery of high-quality analysis, strategic advice, project outcomes, governance reporting and stakeholder engagement activities that support achievement of the ERSS Procurement Program objectives. The position is responsible for ensuring the integrity, quality and effectiveness of procurement

analysis, recommendations, implementation planning and program reporting.

## Judgement and Decision Making

- Applies contemporary management consulting, business improvement and transformation methodologies to diagnose issues, evaluate options and inform decision-making.
- Exercise a high degree of professional judgement in identifying, evaluating and recommending opportunities for regional collaboration, procurement shared services and improvement opportunities across multiple councils.
- Exercises independent judgement in the assessment and advancement of shared service and collaborative procurement opportunities, balancing strategic benefits, organisational impacts, stakeholder interests, implementation complexity and long-term regional outcomes.
- Analyses complex, ambiguous and often incomplete information from multiple sources to develop evidence-based recommendations and implementation approaches.
- Influences strategic outcomes through analysis, facilitation and stakeholder engagement rather than through direct authority, requiring sound judgement, negotiation and relationship management skills.
- Develops recommendations in areas where established precedent, policy or agreed regional approaches may not exist, requiring innovation, critical thinking and independent judgement.
- Exercises discretion in managing sensitive organisational, commercial and stakeholder information and issues.
- Identifies emerging risks, barriers and dependencies that may impact the successful delivery of regional initiatives and develops mitigation strategies and alternative approaches

## Specialist Knowledge and Skills

- Strong analytical skills, including the ability to interpret complex and diverse data sets and translate findings into strategic recommendations and operational outcomes.
- Demonstrated ability to lead large-scale organisational transformation and shared service initiatives.
- Well-developed understanding of procurement processes, contract management, sourcing activities or public sector governance.
- Ability to review, compare and synthesise policies, templates, procedures, contracts and related documentation.
- Strong skills in Microsoft Excel, including data cleansing, analysis, formulas, tables and reporting.
- High level of competence in Microsoft PowerPoint and Word, including the preparation of professional briefings, reports and presentations.
- Ability to develop registers, dashboards, tracking tools and visual summaries.

- Advanced understanding of governance, risk management, change control and decision-making processes within complex organisations.

## Qualifications and Experience

- Degree qualification in Business, Commerce, Project Management, Public Policy, Data Analytics or a related discipline, together with significant relevant experience or extensive demonstrated experience in a comparable specialist environment
- Demonstrated experience leading and provide specialist advice in a procurement, project, business improvement, organisational transformation or analyst role within a complex organisation.
- Demonstrated experience influencing and working across multiple stakeholder groups and facilitating collaboration to achieve agreed outcomes.
- Experience in local government, public sector procurement, contract management or shared services environments would be highly regarded however not mandatory.
- Operating model experience would be highly regarded, to inform the design of future operating models that sustainably deliver ongoing benefits for the participating councils.

## Interpersonal Skills

- Perform work professionally, collaboratively and with integrity.
- Highly self-motivated and proactive, with a strong focus on delivering high-quality outcomes within agreed timeframes.
- Ability to build and maintain productive relationships and work effectively with internal and external stakeholders across multiple organisations.
- Highly developed communication, negotiation and influencing skills, with the ability to engage, persuade and build commitment across diverse stakeholder groups.
- Committed to supporting colleagues and fostering a collaborative team environment.
- Demonstrated curiosity, analytical thinking and a continuous improvement mindset, with the ability to translate data and insights into practical outcomes.

Key Relationships:

- Develop and maintain effective working relationships with the ERG participating councils, including procurement, governance, finance, operational stakeholders and Directors.
- Work closely with procurement teams across the five Eastern Region Group councils to align requirements, share practice and progress aggregated procurement opportunities, drawing on broader industry and subject matter expertise as required.
- Provide analytical and implementation advice and recommendations to the Project Team, ERG Directors and project governance groups.

- Collaborate with internal and external stakeholders, subject matter experts and partner organisations to support delivery of the ERSS Procurement Program

## Management Skills

- Demonstrated ability to lead and coordinate complex, multi-faceted projects across multiple organisations, balancing competing priorities, dependencies and stakeholder expectations to achieve strategic outcomes.
- Ability to identify, evaluate and drive opportunities for improvement and make practical recommendations to enhance procurement processes, governance and, regional collaboration and program delivery.
- Demonstrated capacity to manage organisational risk and competing interests while maintaining alignment to broader strategic outcomes.
- Ability to build effective stakeholder relationships, resolve issues and support implementation across participating councils and partner organisations.

## 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 leading or supporting complex organisational transformation, business improvement, shared services, service review, operating model redesign or strategic initiatives within a complex organisational environment.
2. Highly developed analytical and problem-solving skills, including the ability to collect, interpret and present complex data, identify risks and opportunities, and develop evidence-based recommendations.
3. Experience supporting the delivery of projects or programs, including planning, governance, reporting, stakeholder engagement, implementation activities, change management and adoption requirements.
4. Highly developed communication, interpersonal and stakeholder management skills, with the ability to prepare high-quality reports, briefings and presentations, influence and engage stakeholders, and build productive relationships across multiple organisations, governance groups and diverse stakeholder networks.
5. Demonstrated ability to influence outcomes, build consensus and drive collaborative approaches across diverse stakeholder groups where direct authority may not exist.

## Physical Requirements

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
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| **Kneeling/Squatting**<br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. | | Rarely | |
| **Hand/Arm Movement**<br>Tasks involve use of hand/arms | Computer use | Frequently | |
| **Bending/Twisting**<br>Tasks involve forward or backward bending or twisting at the waist. | | Rarely | |
| **Standing**<br>Tasks involve standing in an upright position | | Rarely | |
| **Reaching**<br>Tasks involve reaching above head, and above and equal to shoulder height | | Rarely | |
| **Walking**<br>Tasks involve walking on slopes and walking whilst pushing/pulling objects | Walking to meetings | Sometimes | |
| **Lifting/Carrying**<br>Tasks involve raising, lowering and moving objects from one level position to another | | Rarely | |
| **Physical Functional Demand** | **Specific Physical Job Tasks** | **Frequency/Duration of performance of task per day** | **Comments** |
| **Pushing/Pulling**<br>Tasks involve pushing/pulling away, from and towards the body | | Rarely | |

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| **Keyboard Duties**<br>Tasks involve sitting at workstation and using computer | Writing and editing | Frequently | |
| **Satisfactory Vision**<br>Standard of vision required equal to that required for driver's licence | Standard of vision required equal to that required for driver's licence | Frequently | |

**Any other relevant comments:**