

WHITEHORSE CITY COUNCIL

Position description

Job title: Project Manager Futures	
Classification: Band 8	Effective Date: 31 March 2026
Reports to: Coordinator Futures Projects	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 organisational 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

This position is responsible for leading the delivery of projects that support Council's achieving organisational objectives that position our organisation to respond to the future needs of our community. These projects will initially focus on reviewing services, exploring shared services and delivering business focused improvements.

Key Responsibilities

Position Specific Responsibilities

- Lead and manage projects to deliver agreed outcomes and benefits aligned to Council's future directions. This includes scoping projects, delivering projects, reporting and realising benefits.
- Effectively prioritise and execute tasks in a high-pressure environment and to tight deadlines.
- Identify insights, patterns and trends for improvement across customer, people, process, technology and tools.
- Conduct and facilitate Service Excellence Reviews & Planning workshops, presentations and events.
- Document business requirements, present insights, findings, solutions and recommendations, prepare status updates and reports.
- Monitor, report and escalate risks, issues or problems to the appropriate level when required.
- Shape and embed organisational service excellence strategy and frameworks that influence multiple departments.
- Lead initiatives that have organisation-wide impact of efficiency, capability, or customer experience.
- Champion a culture of innovation, accountability, and continuous improvement across Council.

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 defined objectives, exercising judgement and adaptability to determine appropriate methods and practices. The role influences project outcomes, provides professional advice and makes decisions that impact the success of transformational initiatives and service improvement projects.

- Makes decisions that impact Council-wide policies, procedures, and service delivery models within delegated authority.
- Exercises discretion in determining priorities, allocation of resources, and escalation of key risks to senior leadership.

Judgement and Decision Making

- Operates under broad direction from senior leaders, exercising considerable judgement in planning, prioritising and delivering Service Excellence Reviews and transformation projects.
- Uses professional expertise to interpret organisational objectives, identify opportunities for improvement, and recommend strategies that enhance Council's service performance and community outcomes.
- Applies critical thinking and analytical skills to solve complex problems across people, process, technology and systems, often where guidelines are not clearly defined.
- Balances competing priorities and stakeholder needs to make informed, evidence-based decisions that align with Council's strategic direction.
- Exercises discretion, confidentiality and sound judgement when managing sensitive organisational, political and employee matters.
- Seeks guidance from senior management or the Transformation Steering Committee for high-risk or precedent-setting decisions.
- Monitors and evaluates the effectiveness of improvement initiatives and adjusts approaches based on emerging insights and organisational needs.
- Provide strategic foresight, assessing long-term implications of service improvement initiatives on organisational goals and community outcomes.
- Anticipate risks and opportunities, recommending proactive strategies to senior leadership.
- Influence decisions on resourcing, prioritisation, and operational change.

Qualifications and Experience

- Qualifications or experience in evaluation, change management, project management, service design or equivalent (highly desirable).

- Have demonstrated experience in business transformation, operating model design, evaluation and/or service excellence.
- Familiar with Service Reviews within the context of local government.
- Experience working with People-Centred Implementation (PCI) is desirable.
- Acute business acumen and understanding of organisational issues and challenges, particularly as they may present in a Local Government organisation.
- Familiarity with project management approaches, tools and phases of the project lifecycle.
- Extensive experience in leading complex, organisational-wide improvement, transformation, or service redesign initiatives.
- Proven ability to influence senior leaders and executives, providing strategic advice on organisational performance, policy, and service delivery.
- Deep understanding of governance, risk management, and compliance frameworks.

Interpersonal Skills

- Demonstrated skills to lead motivate and develop employees in the pursuit of organisational goals.
- Demonstrated ability to build trusted working relationships with organisational Senior Leaders and peers.
- Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers and make formal presentations.
- Excellent negotiation, influence and persuasion skills with the ability to use discretion and judgment in a complex business and political environment.
- The ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide astute, confidential and diplomatic specialist advice.
- Ability to clearly articulate messages to a variety of audiences.
- Ability to establish and maintain strong relationships including with an identified group of change agents within the organisation.
- Forward looking, with an inclusive, holistic approach.
- Act as a visible advocate for Council's transformation and service excellence agenda, promoting adoption across all levels.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Key Relationships:

Internal

- Provide regular updates and information as required and requested by Project Teams, Impacted Staff, Project Sponsors and Transformation Steering Committee.
- The position works in partnership with the organisation, key stakeholders and community to understand, respond, plan for, and deliver current and future services.
- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Department Managers and project managers.

External

- Liaise with external stakeholders, consultants and vendors as required to support project delivery and ensure alignment with best practice.

Management Skills

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A record of achievement and excellence in the field of change management.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Demonstrated ability to lead, develop and motivate employees through organisational leaders and change agents to contribute to the successful benefits realisation of endorsed projects.
- Ability to make professional judgements and decisions critical to the program.
- Knowledge of or an awareness of Work Health and Safety principles.

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. Experience in instigating, leading, managing and delivering improvement projects within a large and complex environment with a focus on community experience, service excellence and/or operating model redesign.
2. Demonstrated knowledge and experience in operating model re-design/ service design / service reviews within a complex environment.

3. Exceptional communication (verbal and written) skills which have been demonstrated to successfully interact with a diverse stakeholder groups in a complex political environment.
4. Experience and exceptional ability to collaborate and co-design with diverse stakeholders to build agreement and deliver change.
5. Demonstrated experience influencing and building relationships with diverse stakeholders, in challenging, complex and/or political environments to deliver improvement outcomes.

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.	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 Tasks involve standing in an upright position	Minor/occasional	As required	-
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Minor/occasional	As required	-

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
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	Office based (7.5 hours)
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard required for driver's licence	As required	Office-based administrative role

Any other relevant comments: