

Whitehorse City Council

Position description

Position title: Coordinator Culture & Organisational Development	
Classification: Senior Executive Officer	Effective Date: July 2026
Reports to: Manager, People & Culture	Tenure: Permanent
People Leader to:	Learning & Development Specialist; Talent and Inclusion Specialist

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, this position leads the organisation's strategic workforce and organisational capability agenda, delivering contemporary people strategies and initiatives that strengthen organisational performance, leadership capability and employee experience. The role is responsible for developing and implementing strategic workforce, talent and organisational development frameworks, driving engagement, culture, leadership and capability initiatives that build a capable, inclusive, engaged and future-ready workforce.

A Senior Executive Officer is responsible for the management and leadership of all unit functions. This includes active supervision of resources to deliver services, meet customer service standards and achieve strategic objectives.

Key Responsibilities

Position Specific Responsibilities

- **Leadership of specialist functions:** Lead, coach and develop the Talent & Inclusion Specialist and Learning & Development Specialist, providing direction and oversight of workforce attraction, recruitment, talent and strategic workforce initiatives that support organisational priorities.
- **Strategic workforce planning and organisational capability:** Lead the development, implementation and review of the organisation's Workforce Plan, ensuring workforce strategies align with organisational priorities, future capability requirements and long-term organisational sustainability.
- **Strategic workforce attraction and talent management:** Lead the organisation's talent strategy, including workforce attraction, employee value proposition, employer brand, succession planning, strategic talent review frameworks and talent management initiatives to attract, develop and retain high-performing people.
- **Learning, leadership and capability:** Lead the design, implementation and continuous improvement of the organisation's learning and development strategy, capability framework and leadership development programs to build capability at all levels of the organisation.
- **Culture, employee experience, engagement and recognition:** Lead the organisation's culture and employee experience agenda, including delivery of the Culture Refresh Program, engagement surveys, employee engagement initiatives and reward and recognition programs.
- **Diversity, equity and inclusion:** Lead the development, implementation and reporting of Council's Diversity, Equity and Inclusion strategy, including the



Gender Equality Action Plan, ensuring legislative compliance and fostering an inclusive workplace.

- **Organisation design and change:** Partner with leaders and People & Culture Business Partners to design contemporary organisational structures and support workforce transformation and change initiatives.
- **Remuneration and strategic reward:** Lead remuneration benchmarking, remuneration frameworks and strategic reward initiatives, providing market insights and recommendations.
- **Collaboration and organisational partnerships:** Build strong partnerships across the organisation to deliver integrated people initiatives, leveraging internal expertise and external networks.

Corporate Responsibilities

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of unit/ team and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to modify behaviour. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

People Leadership:

- Manage and oversee the setting of goals in line with Council and unit/ team strategies and plans, expectations and providing performance guidelines.
- Sharing expertise in area of discipline to develop the professional skills of others across unit/ team and as relevant, the organisation to ensure Council builds expertise and capability.
- Lead unit/ team planning, budgets and reporting, including evaluating progress, results and trends.
- Provide equitable and sound people leadership, (including ensuring appropriate training, development, and motivation) to ensure that unit/team performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and provides support for the development of emerging skills.



- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- 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.

Unit/ Team Leadership:

- Plan, seek, allocate and monitor resources to achieve service outcomes on time and on budget.
- Manage unit/ team performance against expectations of service.
- Think and act strategically, particularly in relation to unit/ team level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement

Organisational Leadership:

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Exercise financial management responsibilities and financial and P&C delegations when required.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.
- Lead in the spirit and practice of Council's Values and Code of Conduct, Collective Agreement and applicable policies, procedures and practices.
- Oversee team/ unit awareness of and compliance with relevant regulations and legislation.
- 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.
- Oversee appropriate care and use of relevant assets and equipment.

Accountability and Extent of Authority

Budget: Preparation, oversight and management of the team/unit budget.

Staff responsibility: The position provides leadership to the Learning & Development Specialist and the Talent and Inclusion Specialist.



Judgement and Decision Making

- Exercise judgement and solve complex problems.
- Make decisions independently and take an innovative approach.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- Provide guidance and leadership to the team, unit, department and organisation as relevant.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Specialist Knowledge and Skills

Licences and Experience:

- Substantial experience in a leadership role across human resources, organisational development, culture or people development in a complex environment.
- Demonstrated experience developing and delivering human resources and organisational development frameworks, strategies, engagement programs, policies, plans and projects that align people and organisational goals.
- Established knowledge of contemporary organisational development strategies and initiatives including leadership capability, performance, talent, succession and related frameworks.
- Experience implementing diversity and inclusion principles as they relate to organisational development.
- Highly developed problem solving, negotiation and influencing skills.

Technology:

- Use workforce analytics, reporting tools and evidence-based insights to inform strategic workforce planning, capability priorities and organisational decision making.

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualifications in Organisational Development, Human Resources, Psychology, Change Management, Learning and Development or a related discipline.
- Postgraduate qualifications in a relevant field are desirable.



Interpersonal Skills

- Build strong partnerships across the organisation to deliver integrated people initiatives.
- Partner with executives, senior leaders, People & Culture Business Partners and other stakeholders to influence behaviour, build leadership capability and embed desired organisational culture and values.
- Clearly communicate complex information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of unit, team and organisational objectives.

Key Relationships:

- Internal relationships include the Manager People & Culture, executives, senior leaders, People & Culture Business Partners, the Talent and Inclusion Specialist, the Learning & Development Specialist and leaders across Council.
- External relationships include specialist providers, sector networks and partners that support contemporary People & Culture practice.

Management Skills

- Lead, coach and develop specialist team members, providing direction and oversight of workforce attraction, recruitment, talent, inclusion and learning initiatives.
- Lead unit and team planning, budgets and reporting, including evaluating progress, results and trends.
- Manage complex programs and external providers, ensuring outcomes are delivered on time and on budget.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.

Leadership

Manage and Develop People: Engages and motivates staff, develop capability and potential in others.

Creates a climate in which people across the organisation want to do their best.

Leads engagement in effective performance management, development planning and talent identification.

Drives executive capability development and ensures effective succession management practices.



Creates a climate in which senior staff value regular feedback, continuous learning and new experiences Ensures workforce management systems, policies and practices are inclusive of all individuals.

Plans for future workforce capability needs including developing partnerships Instils a sense of urgency around addressing performance problems among leaders in the organisation.

Inspire Direction & Purpose: Communicates organisational goals, priorities and vision and recognise achievements

Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.

Actively drives alignment of policy and practices with strategy.

Generates enthusiasm and commitment to goals and cascades understanding throughout the organisation.

Communicates the context and parameters surrounding organisational strategies.

Celebrates success and high performance and supports regular workplace activities to build a positive culture.

Optimise Workforce Contribution: Hires and deploy people effectively and apply sound talent management and workforce planning principles.

Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.

Oversees the workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.

Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.

Ensures talent management processes and resources are in place to inform L&D priorities, investment decisions and succession planning.

Facilitates partnerships with other organisations to strengthen workforce capability.

Lead and Manage Change: Initiates, supports and champions change, assist others to accept and engage with change.

Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.

Analyses the change context to develop the right change approach for the organisation, community and region.



Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.

Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.

Anticipates, plans for and addresses cultural barriers to change.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- Psychometric Assessment.
- Right to work in Australia.
- Credit History Check – applicable roles only.
- Qualification/ Certification – applicable roles only.

Key Selection Criteria

Essential selection criteria for the role are outlined below.

1. Relevant tertiary qualifications in Human Resources, Organisational Development, Psychology or a related field.
2. Substantial experience in a leadership role across human resources, organisational development, culture or people development in a complex environment.
3. Demonstrated depth of experience developing and delivering human resources and organisational development frameworks, strategies, engagement programs, policies, plans and projects that align people and organisational goals and improve culture, engagement and performance.
4. Established knowledge of contemporary organisational development strategies and initiatives including leadership capability, performance, talent, succession and related frameworks.
5. Highly developed problem solving, negotiation and influencing skills.



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	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
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	Walking to meetings	Sometimes	
Lifting/Carrying 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 Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	



Satisfactory Vision Standard of vision required equal to that required for driver's licence		Frequently	
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Any other relevant 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 (e.g. Council briefings and meetings).