

WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Web Advisor	
Classification: Band 8	Effective Date: 1 February 2025
Reports to: Coordinator Business Applications and Engagement	Tenure: Permanent part time 0.8FTE

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

Position description

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 aims to enhance the customer experience for all Council channels, such as the website, intranet and other front-facing customer channels through technical web development, providing technical advice and anticipating any technical issues.

The primary responsibility of the Senior Web Developer is to provide full-stack development and maintenance of the Council's website, intranet and satellite sites. The position will create custom solutions leveraging the Drupal software solution to improve the Council's online experience. The position will also be expected to work closely in with the Senior Experience Advisor and content creators to ensure high quality digital websites. This role will also lead and have input in digital strategies, data, IT infrastructure and other development projects.

Scope of work includes: Oversee all technical and functionality aspects of Council's websites and intranet. Manage functionality enhancement. Conduct backend and front-end development of websites and intranet

Key Responsibilities

Position Specific Responsibilities

- Lead problem-solving, development and implementation of the web-based technical solutions to meet the functional needs of internal clients.
- Source, configure, extend or custom build Drupal modules to provide the required functionality.
- Lead Drupal 10/11 theming and site building.
- Develop new user-facing features utilising JavaScript, Ajax, jQuery, HTML, CSS, PHP and associated libraries.
- Manage and perform maintenance on all Council websites on a routine basis
- Manage all websites to ensure they are regularly updated, and performance is maintained.
- Lead the Module, theme and core or minor security patches are implemented.
- Lead the planning and implementation of website maintenance, improvements, reviews, and redesigns, and liaise with internal business areas on web projects and activities.
- Lead the response to all technical issues associated with Council websites, development and other applications as required.
- Manage and respond to urgent website issues out of hours.
- Perform other duties as required, including sharing duties with other staff from time to time

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values Principles 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
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and Extent of Authority

Budget: The position is responsible for oversight and effective allocation of Council's resourcing relating to web and development.

Staff responsibility: Nil

Judgement and Decision Making

- The position has a high degree of autonomy and is expected to exercise sound judgment in when to progress matters, when to escalate and where sensitivities or reputational risk lies.
- The position is expected to follow established approval chains for communications and media, especially cyber security issues on behalf of the CEO or Executive.
- The position is expected to lead projects and follow timelines.
- The position is accountable for ensuring efficiency, productivity, and excellence, while driving improvements and change in line with Council's transformation agenda.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Technology

Advanced knowledge of CSS, HTML, Python, PHP, XML, JavaScript, Drupal and GovCMS

Advanced knowledge of UX design principles

Advanced understanding of content management systems

Advanced understanding of responsive design

Advanced understanding of database technologies Strong understanding of content management systems

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Formal degree in information management, computing, technology and/or web development
- Satisfactory National Criminal History Check.
- Working with Children Check..

Interpersonal Skills

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Highly developed problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion
- Highly developed engagement, negotiation and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness, and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences. Demonstrated ability to manage multiple projects and campaigns.

Key Relationships:

Internal: Strategic Marketing and Communications, Organisational Technology, Web Content Champions,

External: Cloud host service providers, Drupal support community, other web developers/ sector networks Internal:

Management Skills

- Actively contribute to and enable corporate and business planning process and annual budget process.
- An understanding of Council's goals and of its values and aspirations, and the legal and socio-economic and political context it operates in
- A sound knowledge of relevant accounting and financial procedures
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.

- Foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met, taking account of organisational and external constraints and opportunities.
- Ability to lead, motivate and develop employees
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Think strategically, particularly in relation to organisational level strategies, programs and approaches.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Notes and Comments:

The incumbent may be required to work from various locations within the municipality
The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

- Extensive demonstrated experience in front-end web development
- 5+ years' experience writing clean, hand-coded HTML, JavaScript and CSS in consumer-facing web applications.
- Experience with client-side CSS and JavaScript libraries such as bootstrap and jQuery.
- Excellent mastery of web standards, cross-browser compatibility, and building in accessibility and responsive design from the ground up.
- Demonstrated experience in back-end web development
- Experience in writing clean, hand-coded PHP, HTML, and SQL..
- Experience in developing/theming websites in Drupal 10
- Experience with database technologies
- Experienced in managing web software upgrades and troubleshooting
- Demonstrated experience in web development documentation, tools and processes
- Excellent written and oral communication skills

- Outstanding ability to work autonomously when required but ability to understand business requirements and collaborate in a diverse environment
- Experience in leading the technical management of an organisation's website, including all aspects of maintenance, support and enhancements.

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.		Rarely	
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		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	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: