



WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Organisational Development and Culture	
Classification: Senior Executive Officer	Effective Date: December 2025
Reports to: Department Manager	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. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.

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.

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.

Goal Statement

The primary purpose of this position is to strategically manage, plan and coordinate organisational Culture, Values and Engagement, Organisational Development (OD), Learning and Development (L&D) and Diversity and Inclusion (D&I) strategies, plans and policies in support of a People and Culture Service Plan to deliver across key functions and projects that enable the achievement of Council's Strategic direction and Transformation objectives.

The position provides specialist expertise to People and Culture and the Executive Leadership Team (ELT) in support of organisational performance and progress leveraging the breadth of disciplines across Organisational Development. Leading and managing a team of advisers in the development and delivery of programs across all aspects of OD (e.g. values, culture, employee engagement, performance, leadership, L&D, D&I), the role leads and informs organisational level and local-area solutions aligned with Council's Organisational Principles.

As a member of Council's leadership actively support organisational performance and progress. Leading and managing unit/ team scope of work that informs organisational development and culture.

A SEO 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:

Strategic direction and advice:

- Provide strategic direction and advice that drives leader accountability for a high performing and inclusive culture underpinned by Council values.
- Oversee design, development, implementation, communication and monitoring of Council's OD program of work, in support of organisational progress and performance aligned to Organisational Principles.
- Drive and lead Council's OD priorities, leading breakthrough projects actively collaborating with key partners across the organisation.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding OD and Culture.
- Drive a data-driven approach to develop deep insights, analyse and address organisation-wide problems. Use data and consult widely across the organisation

to identify trends, patterns, issues and opportunities that impact capability, performance, development and culture.

Culture, values and engagement:

- Advise and actively enable leader accountability for a high performing and inclusive culture underpinned by Council values. Ensuring leaders role-model desired culture and behaviours. Drive a data-led understanding of organisational culture to articulate where we need to be, and the drivers required to get there.
- Enable the Strategic People Partners to cultivate Council's Culture across the organisation consulting and supporting Senior Leaders in their change processes.
- Advise on appropriate methodologies and solutions for culture, engagement, organisational development and change to drive and enable culture and performance.
- Establish engagement and communication strategies that are compelling, consistent, multi-channelled and long lasting.

Performance and capability development:

- Ensure the development, implementation and embedding of a Capability Framework including integrated tools for assessments, organisational curriculum and development planning.
- Oversee the development and implementation of an Induction and whole of organisation Learning and Development Program and budget strategically linked to the Capability Framework and organisational need.
- Oversee, design and implementation of programs and activities that ensure capability building and create sustained behaviour change.
- Oversee the design and delivery of solutions to build and maximise leadership capability supporting organisational outcomes. Take a lead role on senior leadership programs and oversee and advise for middle and frontline programs. This will include common tools/methods/techniques, blended learning solutions, complex facilitation workshops, vendor management and coaching.
- Build and foster a culture of performance across the organisation with progressive development of the Performance Planning and Review framework, embracing best practice and principles of human centred design and agile ways of working.

Diversity and Inclusion:

- Provide strategic direction and advice to inform Council's approach to Workplace Diversity and Inclusion in support of a Safe, Inclusive and Respectful Workplace.
- In collaboration with key stakeholders, inform and actively enable implementation of Diversity and Inclusion initiatives across Council.



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Reward and recognition:

- Provide strategic input and advice to the development of the Council's Reward & Recognition Policy and Program to achieve its stated purpose in line with the organisation's strategic objectives.
- Oversee execution of the program through the People Support Centre.

Change management:

- Through strong partnership across People and Culture and Transformation, enable organisational change processes and activities through effective engagement and leadership.
- In collaboration with Transformation directorate, align OD levers to established frameworks, standards and practices for effective change management across the organisation.

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.



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- 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 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.



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- 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.

Authority:

- Preparation, oversight and management of the team/unit budget.
- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach. Decisions made by the position have significant effect on the team/ unit and/ or department and organisation.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- Provide guidance and leadership to the team/ unit and to the department and/ or organisation as relevant.
- 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.

- Other duties as directed within the skills and capabilities of a position at this level.

Notes and 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).

Key Selection Criteria

Position Specific

- Relevant tertiary qualifications in Human Resources, Organisational Development, Psychology or a related field is required.
- Post graduate qualifications in a relevant field is desirable.



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

Qualifications and Experience

- Tertiary qualifications in Organisational Development, Human Resources, Psychology, Change Management, Learning and Development or related discipline, with demonstrated depth and breadth of experience in senior organisational development or people and culture leadership roles
- Demonstrated experience leading organisation-wide culture, values, engagement, leadership capability, learning and development and diversity and inclusion initiatives within a large, complex organisation.
- Proven capability in developing and delivering enterprise-level organisational development strategies, frameworks and programs that support strategic objectives, transformation and improved organisational performance.
- Strong experience partnering with Executive and Senior Leaders to influence behaviour, build leadership capability and embed desired organisational culture and values, using data and evidence-based practice.
- Experience leading teams and managing complex programs, budgets and external providers, with an understanding of public sector or local government governance and accountability frameworks desirable.

Leadership



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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 Instills 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.



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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.

Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement and Code of Conduct.

Applicants will require the following:

- Identity check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.

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	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	



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Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: