

<b>Position title:</b> Project Manager – People and Culture Service Delivery	
<b>Classification:</b> Band 8	<b>Effective Date:</b> April 2026
<b>Reports to:</b> Manager People & Culture	<b>Tenure:</b> 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 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 and Culture this position drives best-practice processes, practices and systems in P&C service delivery across all employee lifecycle functions. The role will lead continuous improvement initiatives and projects that streamline people and talent processes, enhancing efficiency, improving people leader and employee experience and supporting the P&C operating model.

As a trusted partner the Project Manager – People and Culture Service Delivery will play a pivotal role between strategic and operational HR, Health, Safety & Wellbeing and Organisation Development and Culture. This is a varied and challenging role requiring strong project delivery, stakeholder engagement and process improvement capability, where collaboration is key to success.

## Key Responsibilities

### Position Specific Responsibilities

- Lead delivery of key P&C initiatives based on agreed organisational priorities, applying disciplined project management practice.
- Manage the successful on-time delivery of P&C work plans related to workforce management, onboarding, complex employee change, remuneration and the P&C Service Desk.
- Streamline and improve service delivery as related to key P&C initiatives and projects, identifying opportunities for improvement across people leader, employee and P&C responsibilities.
- Identify and inform HRIS improvements, process improvements and upgrades (primarily Oracle HCML).
- Prepare briefing papers and reports for the Executive Leadership Team.
- Working in collaboration with across P&C and other functions (e.g. Futures and Technology), provide expert advice and guidance to the Executive Leadership Team, managers, and staff.
- Lead delivery of P&C work related to internal audit and continuous improvement programs.
- Inform and enable P&C data and metrics reporting to support effective decision-making and compliance.
- Apply process improvement methodologies (e.g. continuous improvement frameworks) to analyse, redesign and embed sustainable P&C processes.
- Map and document current-state and future-state P&C processes to identify inefficiencies, risks and improvement opportunities.

- Engage with key stakeholders to gather requirements, test solutions and ensure alignment with business needs.

### **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.

### **Supervisor**

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- 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.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

### **Accountability and Extent of Authority**

**Budget:** Preparation, oversight, and management of P&C project-related budgets.

**Staff responsibility:** Systems & Reporting Officer

### **Judgement and Decision Making**

- Exercise judgement and solve complex problems.
- Make decisions independently and take an innovative approach.
- Exercise loyalty, judgement and discretion regarding confidential issues.

- Autonomous decision-making within established policies and procedures, with authority to escalate complex issues.

## Specialist Knowledge and Skills

### Technology

- Advanced skills in Microsoft Office application.
- Sound knowledge of HRIS and Payroll systems (Oracle HCM and Payglobal desirable).

### Licences and Experience:

- Sound project management expertise and professional practice.
- Applied understanding of Fair Work Act and other employment related legislation.
- Sound knowledge of workforce management principles.
- Strong research, analysis and problem-solving skills.

## Qualifications

### Qualifications/ Certificates:

- Tertiary qualifications in Management, Business, HR, Psychology or related discipline and/or extensive and diverse experience in people advisory and business partnering roles.
- Demonstrated experience providing recommendations and advice to senior and executive audiences.
- Experience and ability to apply project management methodologies to successfully deliver projects on time.
- Specialist experience delivering people-related projects or initiatives.
- Ability to plan and coordinate the work of cross-functional project team.
- Experience dealing with complex workforce issues.
- Applied understanding of key data and metrics.

## Interpersonal Skills

- Outstanding communication and interpersonal skills.
- Highly developed problem-solving skills and sound judgment.
- Highly developed engagement, negotiation, and influencing skills.
- High self-awareness and capacity to build trust.
- A personal style that models integrity, equity and transparency.
- Proven ability to manage a dynamic workload and operate independently.
- Excellent presentation skills.

### Key Relationships:

- **Internal:** Leaders, employees and service providers at all levels.
- **External:** Other councils, external partners, unions and regulatory bodies (e.g. Fair Work Commission).

### Management Skills

- Actively contribute to corporate and business planning and budget processes.
- Understand Council's goals, values and operating context.
- Plan, allocate and monitor resources effectively.
- Manage team performance and foster a supportive environment.
- Lead, motivate and develop employees.
- Ensure implementation and compliance with organisational policy and legislative requirements.
- Think strategically.

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

### Key Selection Criteria

1. **Leadership and Influence:** Demonstrated experience in a senior advisory or leadership role, influencing stakeholders and driving change across a broad range of HR functions.
2. **Project Delivery:** Proven track record of successfully delivering complex HR projects, services or initiatives with examples of achieving quantifiable outcomes (e/g/ improved employee satisfaction, increased adoption of new systems, streamlined processes).
3. **Teamwork and Collaboration:** Demonstrated ability to plan, lead and motivate a team, anticipating needs, setting priorities, monitoring progress and delivering outcomes collaboratively.
4. **Strategic Thinking and Agility:** Capacity to think strategically and translate organisational goals into operational plans, while also demonstrating agility to move between detailed operational work and boarder strategic HR projects.
5. **Problem Solving and Conflict Resolution:** Experience in effectively managing complex workforce issues, including providing examples of successful conflict resolution and achieving positive outcomes for all parties.

6. **Innovation and Continuous Improvement:** Demonstrated ability to explore new ideas, take calculated risks, learn from experiences and embrace continuous improvement methodologies.
7. **Data Analysis and Reporting:** Strong understanding and application of key People and Culture data and metrics to inform decision-making and drive improvements.
8. **Communication and Interpersonal Skills:** Excellent written and verbal communication skills, with the ability to build rapport, influence stakeholders and present information clearly and concisely to diverse audiences.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
<b>Standing</b> Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
<b>Keyboard Duties</b> 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	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Often	

**Any other relevant comments:**