



WHITEHORSE CITY COUNCIL

Position description

Job title: Service Excellence Specialist	
Classification: Band 8	Effective Date: March 2025
Reports to: Coordinator Service Excellence	Tenure: Temporary 12 months

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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

This position is responsible for leading the delivery of Service Excellence Reviews and the development of Service Plans. This position focuses on delivering targeted service reviews to ensure services are meeting community need, aligning with organisational strategic direction and operating efficiently and effectively.

Key Responsibilities

Position Specific Responsibilities

- Manage Service Excellence Projects (Service Excellence Reviews and Service Plans) to deliver on required outcomes. This includes scoping projects, delivering projects, reporting and realising benefits.
- Influence and negotiate with stakeholders to actively collaborate to ensure the successful delivery of Service Excellence Reviews and Service Planning.
- Ability to 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, in order to embed a culture and practice of Service Excellence.
- Provide facilitation, group and individual coaching and mentoring to drive a culture of Service Excellence.
- 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.

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.
- 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

Authority

Budget: Nil

Staff responsibility: Nil, however will be required to provide direct support and coaching to Department Managers and Coordinators as they help their direct reports through change implementation.

Decision Making:

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to Transformational change.

Key Relationships

Internally

- 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.

Externally

- Where required liaise and communicate with external stakeholders and vendors.

Skills and Attributes

Qualifications/Certificates/Licences 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.

Technology

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and sharepoint.
- Must have the ability to adapt quickly to and embrace new technology.
- Must have experience in utilising available technology to communicate directly with impacted employees.

Interpersonal

- 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.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Leadership

- 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.

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.	N/A		
Hand/Arm Movement Tasks involve use of hand/arms	N/A		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	N/A		
Standing Tasks involve standing in an upright position	N/A		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	N/A		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	N/A		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	N/A		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Yes	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	N/A		