



WHITEHORSE CITY COUNCIL

Position description

Job title: Technology Project Manager	
Classification: Band 8	Effective Date: 1 July 2026 (or sooner by agreement)
Reports to: Technology Transformation Program Manager	Tenure: Temporary until 30 June 2027

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

This position is responsible for the delivery of organisational change through technology projects which require cross-organisational collaboration with vendor partners to achieve customer experience improvements.

Key Responsibilities

Position Specific Responsibilities

- Management and execution of all project aspects. This includes resource management across project teams and coordination of technical efforts to achieve objectives
- Work collaboratively with stakeholders to understand business requirements
- Establish vendor relationships and lead procurement processes.
- Prepare, manage, and present risk registers, schedules, budgets and reports to managers and stakeholders. Escalate risks as required
- Foster good governance by adhering to and administering appropriate policy processes and operational standards to ensure risks are mitigated and project delivery efficiencies are supported.

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.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The incumbent is required to exercise independent judgement and adaptability in evaluating how to achieve objectives.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.

Specialist Knowledge and Skills

Qualifications and Experience

- Demonstrated experience in successfully delivering technology projects in a complex multiple service line organisation
- Experience managing projects involving significant analysis, problem solving and decision making.
- Experience working across multiple disciplines within a business, understand their needs and find solutions to meet needs.
- Experience on small to medium, technology and transformation projects/programs.
- Demonstrated ability in managing external vendors and working with the procurement frameworks.
- Demonstrated experience managing vendors (through formal contracts) to deliver technology outcomes in a collaborative manner.
- Working with Children Check.

Interpersonal Skills

- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Provide high quality customer service to stakeholders in a friendly, positive, and confident manner
- Elevated level written and verbal communication skills.
- Ability to gain co-operation as well as demonstrated ability to negotiate successful outcomes with external contractors and stakeholders.
- Ability to deal with ambiguity, including being adaptable with their working style and dealing with changing situations.
- Personal resilience and adaptability with perseverance through challenges with flexible approach and willingness to change.

Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including, Executive, Managers, People Leaders and employees.
- The position will be responsible for relationships with vendor/suppliers.
- This position will work in cross-organisational project teams with change management, organisational technology, and functional SMEs (Subject Matter Expertise). Therefore, is required to develop and maintain trusted relationships.

Management Skills

- Demonstrated experience in contract management and project administration is essential.
- Experience leading teams to deliver work plans to achieve strategic objectives.
- Advanced skills in managing time, setting priorities, planning, and organising work to achieve specific objectives efficiently within the resources available and within a set timetable.
- Possess the judgement and decision-making skills necessary to achieve project objectives.
- Ability to make professional judgements and decisions critical to the delivery of collaborative project outcomes.
- Demonstrated ability to take on accountability for complex work and to work autonomously.
- Highly developed people management skills with the ability to focus effort on customer experience outcomes.

Key Selection Criteria

1. Demonstrated experience, preferably as an IT Project Manager, leading and delivering projects, understanding project impacts and in the development of achievable project plans.
2. Demonstrated ability to work across multiple disciplines within a business to understand their business needs and align these with outcomes of technology projects.
3. Excellent organisation and time management combined with exemplary written and oral communication skills.
4. Demonstrated experience managing vendors (through formal contracts) to deliver technology outcomes in a collaborative manner.
5. Demonstrated personal resilience and adaptability where perseverance through challenges with flexible approach and willingness to change

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 to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at the workstation and using the computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's license	NIL		