



Manager Organisational Technology

City of Whitehorse Council

Information for Candidates



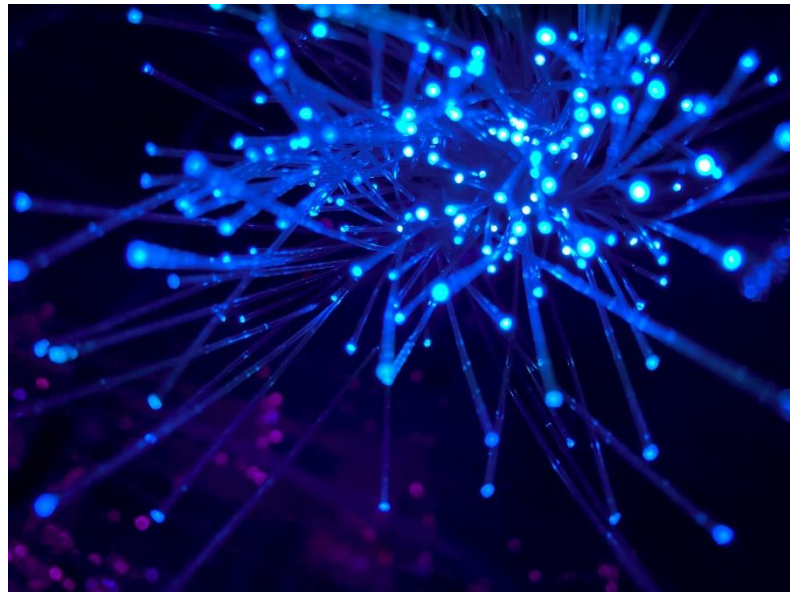
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Whitehorse City Council

Located 15 kilometres east of Melbourne's CBD, the City of Whitehorse is a major hub of cultural, commercial, business and innovative activity in the eastern suburbs of Melbourne. The municipality is bounded by the City of Manningham to the north, the cities of Maroondah and Knox to the east, the City of Monash to the south and the City of Boroondara to the west. Whitehorse suburbs include Blackburn, Blackburn North, Blackburn South, Box Hill, Box Hill North, Box Hill South, Burwood, Burwood East, Forest Hill, Mitcham, Mont Albert, Mont Albert North, Nunawading, Surrey Hills, Vermont and Vermont South.

For more information about Whitehorse City Council, visit: www.whitehorse.vic.gov.au.



Whitehorse is proud of its diverse and multicultural community, with 38.4 per cent of residents born overseas and a third from languages other than English speaking backgrounds. In total, more than 120 languages are spoken. The most common languages other than English are Mandarin (12.9 per cent), Cantonese (5.3 per cent), Greek (2.5 per cent), Italian (1.4 per cent) and Vietnamese (1.3 per cent).

The latest Annual Report can be found here:

[2022/23 Annual Report \(PDF 17.46MB\)](#)

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.

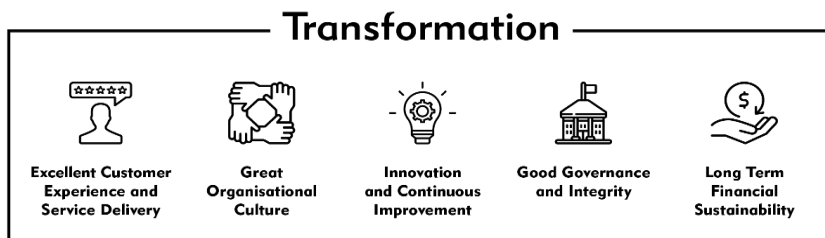
We strive to stay ahead of evolving changes and needs of our community. Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.

Our Whitehorse 2040 Community Vision

- Whitehorse is a resilient community where everyone belongs.
- We are active citizens who value our natural environment, history and diversity.
- We embrace sustainability and innovation.
- We are dynamic. We learn, grow and thrive.

More information: [Community Vision 2040 | Whitehorse City Council](#)

Transformation Principles



Whitehorse Council Plan

The Council Plan 2021-2025 details what Whitehorse City Council will deliver to the community, how we will deliver it and how we will measure our progress.

The Plan responds to the Whitehorse 2040 Community Vision and reflects what we heard from our community through a broad community engagement process.

The Plan ensures that the City of Whitehorse continues to be a healthy, prosperous and sustainable community supported by strong leadership and community partnerships. Over the next four years Council will focus on eight strategic directions that have taken inspiration from the Whitehorse 2040 Community Vision:

1. Innovation, Transformation and Creativity
2. A Thriving Local Economy: Business, Employment, Education & Skill Development
3. Our Diverse and Inclusive Community
4. Our Built Environment; Movement, and Public Places.
5. Sustainable Climate & Environmental Care
6. An Empowered Collaborative Community
7. Health and Wellbeing
8. Governance and Leadership

See - [Whitehorse City Council Plan 2023 - Year 3](#)

CREATe Values

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.

CREATE

Community is at the heart of everything we do.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, grow and learn.

Accountability

We take responsibility and follow through on our promises.

Trust

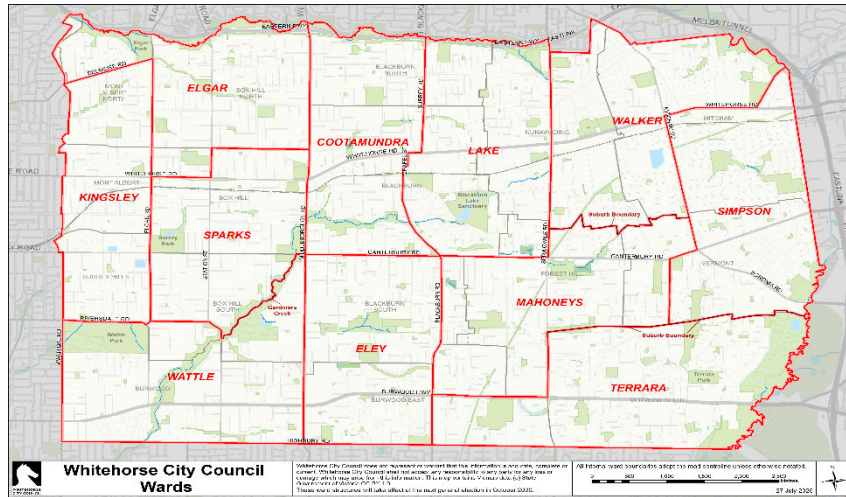
We act with integrity and are empowered to make decisions.

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 contributions of all.

Whitehorse City Council is committed to being a ChildSafe organisation, We recognise our responsibilities to keep children and young people safe from harm and have established policies and procedures and training to achieve these commitments.

Councillors

Elected by the community, Council is the decision-making body that sets the strategic direction and policy of the municipality, consulting with community and working closely with the Chief Executive Officer and Council administration. The City of Whitehorse has 11 Councillors elected by residents to govern the city. The municipality is divided into 11 wards: Kingsley, Elgar, Sparks, Wattle, Eley, Mahoneys, Cootamundra, Lake, Walker, Simpson and Terrara.



Whitehorse Transformation and in the Community

Transformation Expo, October 2023

Exciting initiatives, presentations, interactive games, and staff engagement were all part of the Whitehorse Transformation Expo held at Council's new theatre, [Homepage | The Round](#) and our Operations Centre.

Council staff experienced and learned about the highlights of the Whitehorse Transformation Program. It provided opportunity for all staff to ask questions and engage with new ideas.

See - [Whitehorse City Council Transformation Expo](#)

Whitehorse Discover the Advantage - Council information for economic development interests

When interested parties are looking to invest or position their business in Melbourne's eastern region, Council promotes the location and lifestyle of the City of Whitehorse; offering a strong investment foundation, strategic location, connection to innovative health, education options and job opportunities.

Open the following link to discover more: <https://www.wbiz.com.au/investment>



Technology Transformation - strategic plan information

Whitehorse City Council has developed a ten year Technology Transformation Strategic Plan which is designed to support customer centric, high quality Council services through connected accessible technology solutions and collaborative support. Over ten years it is expected to improve the efficiency and effectiveness of services, and transform experiences for Council customers and employees. This program has been funded for the first four years.

Our key challenges that we are solving for are:

Key Challenges

Building the capability of our people to meet changing business demands

Meeting community expectations as they grow and change

Ensuring financial sustainability in a budget constrained context

Creating flexibility and agility in the face of change

Realising the full benefits of data and technology

Council Response

- Recruiting and retaining the workforce in a competitive labour market through a strong Employee Value Proposition
- Training and deploying our people to optimise their value
- Supporting people in their jobs with the right tools and knowledge

- Ensure services are accessible and easy to navigate
- Customise services and supports to the needs of the community
- Adjust the service mix according to Council's changing role in creating value through service delivery

- Adjusting to a rate capping environment
- Creating opportunities to improve efficiency and minimise waste and deliver high quality services and supports within funding envelopes

- For individuals, support personal development, engagement and capability growth
- For teams, create and support agile and adaptive ways of working.

- Breaking down data silos and embedding consistent data definitions and capture processes
- Streaming access to data and information
- Embedding a data mindset to inform decision making and investment

Position Purpose

To strategically manage, plan and coordinate services, programs and projects within the Organisational Technology Department and right across the organisation that enable the achievement of Council's Transformation principles and objectives. The incumbent will shape a vision and communicate how technology enables our organisational objectives and makes this real for the way we work at Whitehorse.

Key Responsibility Areas

Position Specific Responsibilities

- Responsible for the overall management of Council technology and digital capabilities and service delivery model to enable transformational change across the organisation.
- Responsible for ensuring that technology and digital capabilities and services provided are meeting the needs of the organisation now and into the future.
- Responsible to ensure that technology helps the organisation to achieve strategic and operational goals that have been identified in the organisations strategic and operational plans - through the development of strategy, governance, solution delivery, system improvement, process improvement.
- Work across the organisation to identify what potential areas of growth or change that will need increased technology support, once armed with that information they will ensure that the organisation has the technology and digital capabilities when the need arises.
- Lead organisational engagement by empowering employees to actively contribute to the technological advancements of the council, fostering a culture of enthusiasm and technology adoption
- Establish transparent communication channels to keep stakeholders informed about the progress of technology initiatives and their impact on the transformation process enabling employees at all levels to actively participate in the technological changes and voice their concerns
- Directs the implementation and ongoing review of an enterprise technology and digital capability strategy to support strategic requirements. Identifies the business benefits of alternative strategies.
- Directs development of enterprise-wide architecture and processes which ensure that the strategic application of change is embedded in the management of the organisation. Ensures alignment between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices.
- Establishes and maintains effective, professional industry relationships, ensuring WCC stays abreast of future information, technology, digital and industry trends.
- Adopts a pro-active risk and recovery management approach and ensures risks are identified, quantified, and controlled, with a particular focus on cyber and information security.

- The incumbent is part of the Senior Leadership Team (SLT) and must foster strong collaborative working relationships.
- The incumbent will work with the Director Corporate Services and Executive Manager Transformation to foster a strong customer focussed culture that uses technology to enhance operational efficiency.

Corporate Responsibilities

- 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:** The position is responsible for the departmental budget, organisational technology expenditure and shared responsibility for the management of the Technology Transformation budget.
- **Staff responsibility:** The position is responsible for the management and leadership of all technology functions. This includes multiple teams.

Judgement and Decision Making

- Decisions made by the position have significant effect on the Department and the organisation.
- Formulation and implementation of strategic plans and budget management in medium-large business areas.
- Innovate and implement change to meet strategic objectives as they relate to the transformation principles.
- Provide guidance and leadership to the business on IT strategy, IT trends and delivery.
- Govern, lead, and manage IT initiatives, systems, processes including IT operational reporting.
- Optimise core IT operations by enhancing the alignment between business processes and IT.

- Lead foundational and innovative change initiatives aligned to business architecture.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding technology & digital experiences.

Specialist Knowledge and Skills Qualifications and Experience

- Postgraduate qualification, e.g., IT, Innovation, Business, Management, or relevant discipline.
- Extensive experience in IT/Digital strategy development and implementation.
- Demonstrated experience leading, managing or contributing to the success of complex change or transformation initiatives.
- Demonstrated leadership experience with strong customer orientation.
- Project/Program Management certification / experience.
- Working with Children Check.

Digital Transformation:

- Delivery of technology and digital change working in collaboration across the organisation focusing on customer and employee experience.
- Lead the adoption of digital technologies to enable organisational objectives and champion the use of digital technologies and practices to engender a customer first mindset.
- Lead the proactive management and improvement of all business applications.

IT Operations and Risk Management:

- Partner Executive and Senior Leaders to ensure Council is optimally structured, operates efficiently and meets legislative, regulatory, and financial obligations to deliver on the organisational strategy, fulfil employee experience expectations and optimise customer experiences.
- Oversee IT operations to ensure the delivery of WCC computer systems, technology and networks ensuring:
 - Best practice configuration and change management processes are applied.
 - Effective Disaster Recovery operations and testing regimes.
 - Continual performance monitoring and maintenance of infrastructure is conducted - Capacity planning is regularly undertaken - best practice service desk delivery / business partnering is strived for.
- All IT system failures or outages (including critical outages) are managed, governed, and coordinated effectively.
- IT operations monitoring and 'change control' process is efficient.
- IT operational policies and procedures are developed and maintained.
- Lead implementation of agreed solutions and projects for key systems, processes, and technologies along with project delivery and operational risk management.
- Develop framework for WCC IT architecture, infrastructure and platforms which delivers service excellence to community at an efficient total cost of ownership.
- Ongoing development, implementation, and review of integrated business information systems to meet organisational need.

- Ensures integrity, continuity and security of all business systems including the management of Cyber risks.
- Lead organisation to adapt and capitalise on emerging technologies that maximise business outcomes performance e.g., Cloud migration.

Interpersonal Skills

- Ability to promote the Council vision, direction, and goals to employees.
- Excellent verbal, presentation, and written communication skills to enable effective communication with all levels of management, employees, and external contacts.
- Well-developed negotiation, problem solving and influencing skills in the pursuit of corporate and Departmental goals and objectives.
- Ability to lead, motivate and develop employees.
- Values driven demonstrating high levels of emotional intelligence and integrity.
- Promote technology engagement at all levels of the organisation

Key Relationships:

- The incumbent liaises with the Chief Executive Officer, and Executive Leadership Team to provide advice on matters relating to service excellence, change management and continuous improvement.
- The incumbent is part of the Senior Leadership Team (SLT) and must foster strong collaborative working relationships.
- The incumbent will work with the Director Corporate Services and Executive Manager Transformation to foster a strong customer focussed culture that uses technology to enhance operational efficiency.
- The position is required to negotiate and maintain a professional relationship with relevant unions, Local Government peak organisations, relevant legislative bodies, other Local Governments, relevant private sector agencies and appropriate local organisations.

Management Skills

Leadership and Culture:

- Values driven demonstrating high levels of emotional intelligence and integrity.
- Demonstrated ability to manage own emotions and acts as a stabilising influence in emotionally charged situations.
- Strong professional leadership with a genuine commitment to embedding the organisation's values, ensuring the employee experience represents those values.
- Lead, develop and motivate the Organisational Technology department ensuring alignment with Council purpose and strategic direction applying a high level of emotional intelligence, critical self-awareness, and sound judgment.
- Influence change and develop and maintain positive relationships within a political environment.
- Embed a culture of innovation, accountability, and service orientation across the Technology department.
- Embeds best practice governance, risk and compliance ensuring Council operates within legislative and regulatory standards in line with Council's risk appetite.

- Consider multiple perspectives and complex information within a multifaceted and complex changing environment, to create viable options.
- Produce high quality reports and discussion papers, make persuasive formal presentations and to represent Council in professional, organisational and community forums.
- Evidence of strong leadership and motivational abilities in a diverse, fast changing, complex environment.
- Ability to advise on and lead significant change with benefits realisation.

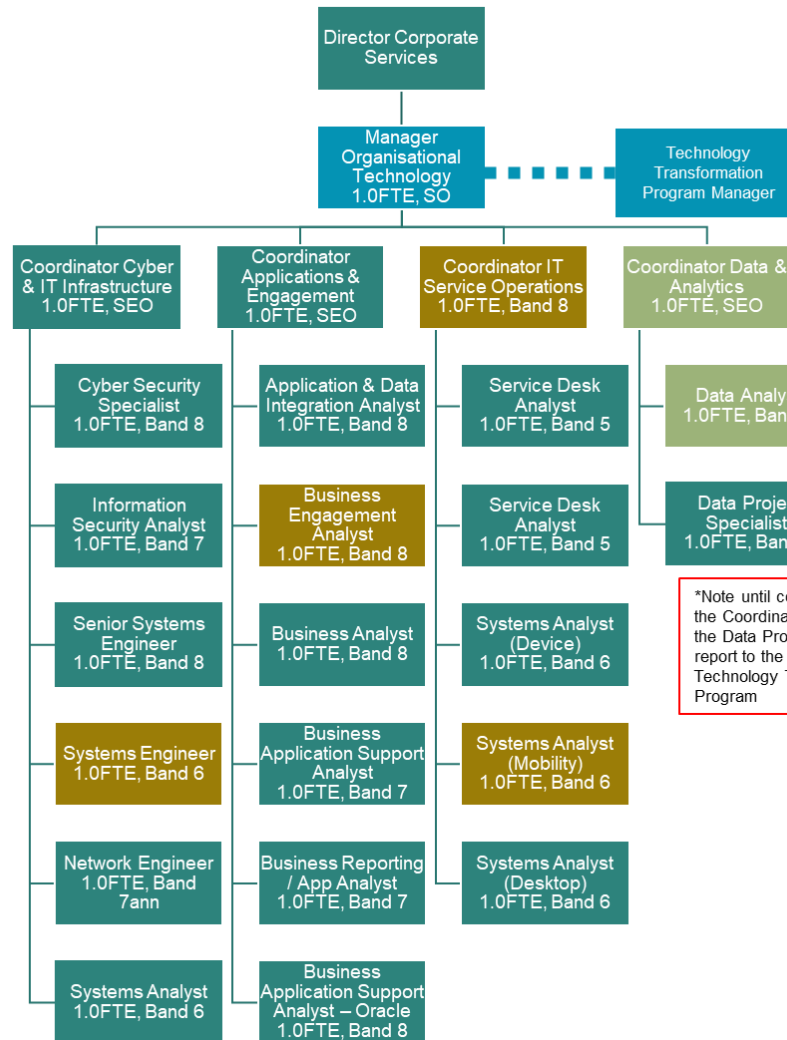
Key Selection Criteria

1. A tertiary qualification in IT, Innovation, Business Management, or relevant discipline. Additional post graduate qualifications in Management or Strategic and Project Planning will be highly regarded.
2. Proven ability to develop and collaboratively implement fundamental change to how technology is used in an organisation to modernise the way the organisation works.
3. Demonstrated ability to influence and maintain positive relationships to achieve large technology change aligned to organisational objectives.
4. Demonstrated ability to ensure technology and digital solutions meet organisational objectives through trusted relationships and a strong customer orientation.
5. Demonstrated ability to engage stakeholders at all levels of an organisation to consult, inform, socialise and drive adoption of technology related information
6. Demonstrated experience delivering technology and digital change programs, such as large/complex system upgrades, which result in the implementation of significant organisational change.
7. Demonstrates appropriate use of emotional intelligence and acts as a stabilising influence in robust situations.
8. A solid professional leader who demonstrates engaging and positive work behaviours with a genuine commitment to embedding the organisation's values within teams, including a high level of emotional intelligence, critical self-awareness, and sound judgment.
9. A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment, to create viable options.

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 workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's license	NIL		

Organisational Technology Department Final Structure from 2/10/23



Key

- Permanent
- Commence 1 July 2024
- SO Contract
- Current incumbents temporary contracts until 28 June 2024. These roles will be made permanent from 1 July 2024 and will be advertised in March 2024.

*Note until commencement of the Coordinator Data & Analytics the Data Project Specialist will report to the Coordinator Technology Transformation Program

Application Instructions

To apply, click on 'APPLY NOW' using reference **WCCmot1123** and address your cover letter and resume to Alice Silver and David Baber of Fisher Leadership.

The closing date for applications is **Thursday 23rd November 2023**.
Please direct enquiries to **Alice Silver** or **David Baber** on 1300 347 437.