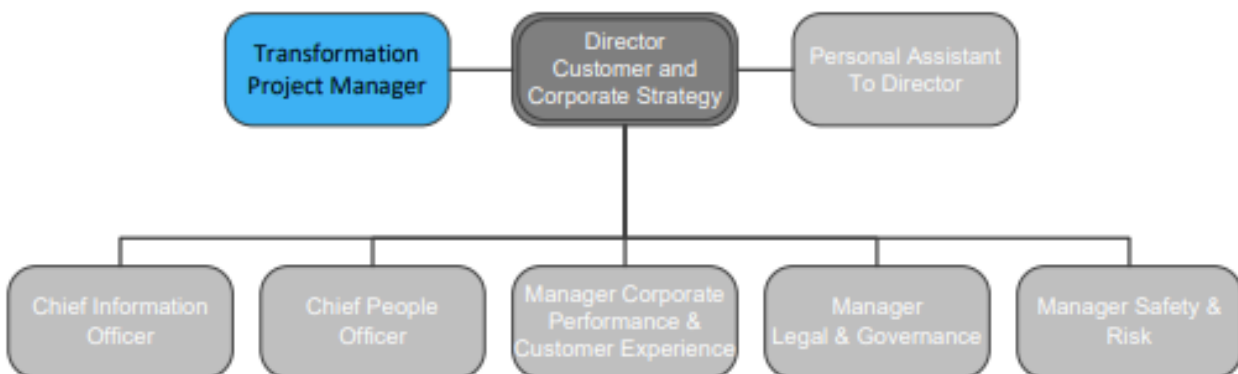


POSITION DESCRIPTION

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| Position Title | Transformation Project Manager |
| Position Number | 21198 |
| Division/Directorate | Customer Corporate and Strategy |
| Branch | Customer Corporate and Strategy |
| Grade | 18 |
| Band and Level | Band 3 / Level 3 |
| Special Requirements | Employment screening including but not limited to: <ul style="list-style-type: none"> ○ qualification check, ○ criminal record check |
| Physical and Environmental Demands | There is a requirement for physical, sensory, psychosocial and environmental demands. Refer to the TIA for further information. |
| Reports To | Director Customer & Corporate Strategy |
| Authorities | As detailed within the Delegation Register as delegated by the General Manager |
| Key Direction/s | Leading – A successful advocate for our people and places |

Reporting Structure



Position Purpose

To lead and support strategic initiatives that drive improvement, innovation and organisational transformation across Council.

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| Key Result Areas |
| <p>Inspire Direction – Communicate Goals Priorities and Vision and recognise achievements.</p> <p>Develop Capability in Others – Engage and motivate staff and develop capability and potential in others.</p> <p>Lead Change – Support, promote and champion change, as well as assist others to engage with change.</p> <p>Customer Service – Create a customer centric service environment and reward service excellence.</p> <p>Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances.</p> <p>Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes.</p> <p>Display Resilience & Courage – Be open and honest, prepared to express your views, and willing to accept and commit to change.</p> <p>Manage Self – Show drive and motivation, a measured approach, and a commitment to learning.</p> <p>Value Diversity – Show respect for diverse backgrounds, experiences, and perspectives.</p> |
| Key Duties & Responsibilities |
| <ol style="list-style-type: none"> 1. Lead the planning, delivery and governance of complex, cross-organisational business transformation initiatives aligned to Council's strategic priorities. 2. Identify and prioritise business improvement opportunities across Council, supporting business units to deliver practical, value-driven improvements enabled by digital and technology solutions. 3. Drive high-value digital and business transformation opportunities leveraging emerging technologies such as AI, data analytics and automation. 4. Enable and support the responsible adoption of AI and other transformative technologies as business enablers 5. Undertake and support change management activities, including stakeholder engagement, communication, impact assessment and adoption planning, to embed new ways of working. 6. Enable uplift in digital, data and AI capability across the organisation through targeted learning, coaching and practical support. 7. Work in partnership with technical teams and business areas to support shared understanding, alignment and effective delivery outcomes. 8. Champion a culture of innovation, experimentation and continuous improvement across corporate services and service delivery. 9. Build strong internal stakeholder relationships to support collaboration, alignment and successful delivery of transformation outcomes. 10. Provide guidance and oversight to ensure transformation initiatives are delivered cohesively, consistently and in line with Council expectations. |
| WHS Responsibility |
| Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area. |
| Risk Management Responsibilities |

1. To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
2. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
3. Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and
 - follow Council policies and procedures.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential Criteria

1. Demonstrated experience leading or enabling complex business transformation or improvement initiatives within large or complex organisations.
2. Proven experience identifying and prioritising improvement opportunities, working collaboratively with business units to deliver practical outcomes.
3. Demonstrated experience applying digital, data or emerging technologies (such as AI, automation or analytics) to enable business improvement or transformation.
4. Strong experience in project delivery, including the application of project management and agile delivery approaches.
5. Demonstrated change management capability, including stakeholder engagement, effective communication and supporting adoption of new ways of working.
6. Highly developed communication, influencing and relationship-building skills, with the ability to work effectively across technical and non-technical stakeholders.
7. Relevant qualifications or equivalent experience in business transformation, project or change management, digital transformation or a related discipline.

Desirable Criteria

1. Sound knowledge of, or experience in, the local government environment.
2. Experience applying contemporary project, change or continuous improvement methodologies, tools and techniques.

Prepared By

Director Customer & Corporate Strategy

Date Prepared

March 2026

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

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|----------------------------|--|
| Employee Name: | |
| Employee Signature: | |
| Date: | |