

<b>Position Title</b>	Coordinator Culture and Change
<b>Department</b>	People and Performance
<b>Unit</b>	People Transformation
<b>Team</b>	Culture and Change
<b>Supervises</b>	4
<b>Reports To</b>	Manager People Transformation
<b>Grade</b>	J
<b>Date Prepared</b>	22/07/2020
<b>Date Last Updated</b>	7/02/2025

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

The Coordinator, Culture & Change leads a team of specialists to shape and strengthen CBCity's culture through strategic people initiatives. This role drives cultural transformation by delivering and embedding programs that enhance leadership, engagement and organisational effectiveness.

Working with stakeholders, this role builds leadership capability, supports change, and fosters an engaged, high-performing workplace. Through coaching and guiding the team, the Coordinator, Culture & Change ensures the successful implementation of culture and change strategies that align with Council's Purpose of "Together we create a great city we love" and Ambition to "Create a community that loves their community".





## Accountabilities

- Lead, coach, and empower the Culture & Change team to achieve strategic objectives;
- Drive organisation-wide projects, employee engagement initiatives, staff forums, and change programs;
- Embed leadership, culture, and performance growth strategies through Council's performance appraisal and development processes;
- Implement key components of Council's Workforce Strategy and People Transformation Unit Delivery Plan;
- Provide expert advice and guidance on corporate culture, organisational development, and employee engagement;
- Build and maintain strong relationships with senior management and executive leadership;
- Oversee internal communication strategies to keep employees informed and engaged.

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – People Leader Profile 1

Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	<b>Work Collaboratively</b>	Advanced
	<b>Influence and Negotiate</b>	Adept
 <b>Results</b>	<b>Plan and Prioritise</b>	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 <b>Resources</b>	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	Manage and Develop People	Advanced
	<b>Inspire Direction and Purpose</b>	Advanced
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Lead Self	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Relationships</b>		
Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>• Builds a network of work contacts/relationships inside and outside the organisation</li> <li>• Approaches negotiations in the spirit of maintaining and strengthening relationships</li> <li>• Negotiates from an informed and credible position</li> <li>• Influences others with a fair and considered approach and sound arguments</li> <li>• Encourages others to share and debate ideas</li> </ul>

<b>Results</b>		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>People Leadership</b>		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> <li>• Translates organisational vision and strategy into operational goals to help staff understand their own contribution</li> <li>• Builds a shared sense of purpose through involving people in defining priorities and cascading goals</li> <li>• Regularly communicates progress against business unit and organisational goals</li> <li>• Creates opportunities for recognising and celebrating high performance at the individual and team level</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

## Qualifications and Experience

### Essential Qualifications

- Relevant tertiary qualifications in Human Resources, Organisational Development, Business, Learning, Organisational Culture or a related field and/or equivalent industry experience;
- C Class Drivers' Licence.

### Essential Experience

- Demonstrated leadership experience in coaching and leading teams, particularly in culture, change management, and leadership development;
- Extensive experience in employee engagement, organisational development and change programs;
- Strong facilitation and stakeholder engagement skills;
- Proven ability to build strong relationships with a diverse range of stakeholders, including senior and executive leaders;
- Strategic thinker with problem-solving skills to drive cultural change.

### Desirable Qualifications and or Experience

- Personality assessment tool experience (eg. Gallup Strengths, Human Synergistics);
- Accredited coaching qualification.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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