

Position Title	Organisational Culture Specialist
Department	People and Performance
Unit	Corporate Development
Team	Culture & Change
Supervises	Nil
Reports To	Coordinator Culture & Change
Grade	H
Date Prepared	11/01/2023
Date Last Updated	21/08/2025

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

This Organisation Culture Specialist is dedicated to enabling leaders and teams to build and sustain our ideal workplace culture. Through strategic people initiatives, programs, and experiences, you'll help embed Council's Purpose of "Together we create a great city we love" and our Ambition "Our Community Loves Their Community."

As a key driver of cultural transformation, you'll lead and deliver impactful initiatives across leadership forums, culture surveys, and organisation-wide events. This is a people focused role where your work will directly influence how our values come to life across Canterbury Bankstown Council.






Accountabilities

- Partner with stakeholders to identify, develop, and implement strategies and programs that enhance organisational performance and optimise people and culture outcomes.
- Lead the design and delivery of organisation-wide initiatives, including culture and engagement programs, staff events, and leadership forums.
- Develop and implement key deliverables and projects aligned with Council's Workforce Strategy and the Unit's strategic plan.
- Provide coaching and best practice guidance to stakeholders on change management and cultural transformation.
- Lead organisational wide culture survey initiatives and the reward and recognition program
- Undertake special projects or additional duties as required, aligned with the employee's skills, capabilities, and training.

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 – Technical/ Professional Specialist

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

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
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions

		<ul style="list-style-type: none"> • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Results		
Innovate and Improve	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions

* 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 General Manager.

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 experience in Organisational Development, Corporate Culture, Human Resources, Employee Engagement, People & Culture or other related discipline and/or relevant Tertiary qualifications.
- C Class Drivers Licence.

Essential Experience

- Ability to work at all levels of the organisation.
- Strong relationship building, communication and influencing skills.
- Proven track record in managing large organisational wide projects, implementing improvement initiatives or change management programs.
- Strong experience in facilitating various workshops to a wide range of stakeholders.
- Demonstrates accountability and drives accountability with team members.
- Ability to work alongside a range of other strategic disciplines.
- Proven ability to work both independently and collaboratively in a fast-paced environment and ensure timely delivery of outcomes with quality.
- Strong project management skills and ability to deliver multiple initiatives simultaneously
- Demonstrated experience in HR, employee engagement, change management, or organisational development

Desirable Qualifications and or Experience

- Diploma qualification or higher in Human Resource Management or related discipline
- Experience in HR, employee engagement or change management
- Ability to perform research from various sources, to make sense of best practice thinking relating to cultural change and future of work
- Public Sector Experience

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: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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"/>