Principal Systems of Work
POSITION DESCRIPTION

Position Number:	3780	Position Status:	Permanent Full Time
Portfolio:	Office of the CEO	Classification:	QLGIA (Stream A) Level 6
Business Unit:	People and Performance	Reports To:	Chief People and Performance Officer
Team:	Systems of Work	Revised:	November 2025

Human Resource Delegation:	Band 4	Financial Delegation:	Band 4

General Position Statement:

The Principal Systems of Work leads the co-design, implementation, and continuous improvement of organisational systems, processes and digital solutions that empower employees to deliver exceptional outcomes with confidence. Focussed on employee experience, this position ensures Council's ways of working are intuitive, inclusive, and strategically aligned, driving accountability, collaboration, and innovation across the organisation.

Specific Responsibilities:

This position has the following responsibilities:

1. Lead and support the Systems of Work team to identify, implement and optimise digital tools and platform solutions that enables efficient and effective ways of working.

2. Design and facilitate improved systems, processes, frameworks, and methodologies that are intuitive and adaptable, ensuring they genuinely work and are informed by a clear understanding of the business need.

3. Collaborate closely with the Information Technology team to integrate business process needs with digital solutions.

4. Partner with leaders and teams to embed systems of work seamlessly with operational needs, promoting cross-functional collaboration and shared accountability.

5. Act as a change leader to influence and support new practices through communication, capability building and co-design activities that harness diverse perspectives and practical solutions to real systems of work challenges.

6. Build organisational capability by providing guidance, tools, and learning opportunities to empower employees to confidently apply systems and improve how they work.

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Values
ACCOUNTABILITY TEAMWORK COMMUNITY POTENTIAL POSITIVITY

7. Continuously assess the effectiveness of systems improvements, using insights and feedback to refine approaches and deliver meaningful benefits for employees and the community.

8. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.

9. Ensure a safe, healthy, and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements, and relevant policies and procedures.

10. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.

11. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

12. Undertake other relevant duties as directed, consistent with skills, competence and training.

Leadership Competencies:

Sets Purpose & Direction	Drives Performance & Accountability	Effectively Leads Change	Develops People & Culture	Displays Awareness of Self and Others
Inspires clarity and focus by uniting teams around a shared purpose and empowering progress.	Champions high performance by setting clear expectations, owning outcomes, and fostering a culture of accountability.	Drives change with optimism and clarity, inspiring others to adapt and move forward with purpose.	Nurtures a high-performing, values-driven culture where people grow, collaborate, and thrive.	Leads with emotional intelligence by owning their impact, respecting others, and responding with empathy and composure.

Position Requirements:

Skills/Competencies

1. Demonstrated ability to lead people and projects, building trust, and influencing across levels to embed new ways of working and drive meaningful change.

2. Demonstrated digital literacy and ability to adopt and champion new technologies.

3. Ability to see the bigger picture and design systems that connect strategy, operations, and employee experience in a cohesive and scalable way.

4. Strong commitment to designing processes and tools that empower employees, promote ownership, and support high-quality service delivery.

5. Proven ability to manage complex work schedules, prioritise initiatives, and deliver outcomes on time and within scope.

6. Confident in leading workshops, co-design sessions, and feedback loops that bring people together to shape and improve systems of work.

Mandatory Qualifications, Licences and Experience

1. Tertiary qualification in a relevant discipline, such as Business, Design Thinking, Service Design, or Process Improvement.

2. Experience in managing employees and work programs, including setting priorities, coordinating delivery, and supporting team capability.

3. Demonstrated experience in leading systems or process improvement initiatives, with a clear focus on employee and/or customer-centric outcomes.

4. Proven ability to apply design thinking or human-centred design principles to develop practical, scalable solutions that improve ways of working.

5. Must possess and maintain a current motor vehicle drivers licence.

Desirable Qualifications, Licences and Experience

1. Formal training or certification in design thinking, service design, or human-centred design, with the ability to apply these approaches to systems and process improvement.

2. Experience working in local government or complex public sector environments, with an understanding of governance, service delivery, and stakeholder engagement.

3. Proficiency in tools that support systems of work, such as workflow platforms, or collaborative planning tools.

4. Experience in co-design or participatory engagement methods, with a track record of shaping solutions through inclusive and consultative approaches.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.

2. **Customer Service** – Focus on our customer/s needs.

3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.

4. **Safety** – Carry out your duties in a safe manner.

5. **Project Management** – Commit to Council's Project Management ethos.

Physical Requirements

1. Ability to work in an outdoor and/or office environment.

2. Ability to legally operate a motor vehicle under a "C" Class Licence.

3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.

4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.
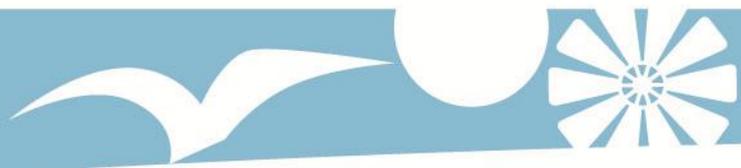
Principal Systems of Work
SELECTION CRITERIA

Position Number:	3780	Position Status:	Permanent Full Time
Portfolio:	Office of the CEO	Classification:	QLGIA (Stream A) Level 6
Business Unit:	People & Performance	Reports To:	Chief People & Performance Officer
Team:	Systems of Work	Revised:	March 2026

Please address each of the selection criteria below in your application:

1. Tertiary qualification in Business, Design Thinking, Service Design, Process Improvement or related discipline that supports systems thinking and organisation-wide improvement.

2. Demonstrated ability to provide strategic direction for organisational systems, processes and digital ways of working, ensuring strong alignment with organisational priorities, operational needs and employee experience.

3. Demonstrated experience in leading complex systems or process improvement initiatives through co-design, delivering practical, employee-centre outcomes that are embedded and sustained across an organisation.

4. Demonstrated capability to lead people, projects and influence diverse, cross-functional stakeholders at multiple levels to adopt and embed new ways of working.

5. Demonstrated digital literacy and experience applying technology, platforms or tools to enable more efficient, collaborative and effective ways of working.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;
• Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
• Task – Describe the event/task that required resolution, what was required of you.
• Action – Describe what actions you took; how did you resolve the problem.
• Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.