

Position Statement



POSITION TITLE	Senior Project Lead
POSITION NUMBER	91614
REPORTS TO	Coordinator Community and Recreation Engagement
CLUSTER	Service Delivery
DEPARTMENT	Community Partnerships
TEAM	Community and Recreation Engagement
CAPABILITY PROFILE	Senior Team Member
PAY BAND	I
CLASSIFICATION AND SALARY TABLE	Indoor 35 hours
AWARD BAND AND LEVEL	Professional/Specialist Band 3, Level 2
EFFECTIVE DATE	August 2026

ROLE PURPOSE

The Senior Project Lead is a key member of the Community and Recreation Engagement team and is responsible for leading complex strategic and operational projects that support Council's corporate objectives, community priorities and service excellence outcomes. The role provides specialist advice, leadership and project expertise to senior leaders and stakeholders, influencing organisational practice, process improvement and service delivery outcomes across the organisation. A primary focus of the position is the strategic leadership and delivery of the Volunteer Framework Program, including the development and implementation of initiatives that strengthen community participation, enhance organisational capability and deliver measurable benefits to Council and the community. The role is accountable for driving business improvement, service optimisation and continuous improvement activities through the application of project management, business analysis, process mapping and change management methodologies.

Working with a high degree of autonomy, the role coordinates and facilitates cross-functional projects and improvement initiatives of varying complexity. The role collaborates with internal and external stakeholders, community organisations, volunteers and government agencies to identify opportunities, influence outcomes, manage risks and deliver sustainable solutions that support strategic objectives and long-term community outcomes.

Roles may evolve and change over time, in line with the changing strategic and operational requirements of the organisation to deliver quality services to our community.

CORE ACCOUNTABILITIES

1. Lead and coordinate the planning, delivery and evaluation of complex projects and initiatives across the Community Partnerships department ensuring alignment with organisational priorities, community outcomes and Council's strategic objectives.
2. Manage the delivery of the Volunteer Framework Project including the development and implementation of long-term service models, stakeholder engagement strategies, performance measures, risk management frameworks and continuous improvement initiatives.
3. Lead project teams across Community Partnerships to deliver sustainable organisational outcomes, ensuring projects achieve intended benefits, support service excellence and deliver measurable value to the organisation and community.
4. Develop and maintain strategic performance reporting, project governance and business intelligence frameworks to monitor progress, evaluate outcomes, identify risks and support evidence-based decision making by senior management.

5. Provide expert advice, coaching and guidance to leaders and staff on project management, change management, process improvement methodologies and organisational best practice, building capability across the department.
6. Build and maintain influential relationships with internal and external stakeholders, community organisations, volunteers, government agencies and sector partners to identify collaborative opportunities, strengthen service delivery and achieve strategic objectives in the implementation of Council's Volunteer Framework.
7. Lead business analysis, service review and process improvement activities to identify opportunities for innovation, service enhancement and operational efficiencies, developing recommendations supported by data and stakeholder insights.

The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development. Consultation will occur as part of this process.

The position may require:

- Travel and/or work across multiple sites

ESSENTIAL CRITERIA Qualifications, or equivalent experience and qualifications, in a relevant discipline such as Bachelor's degree qualifications in Project Management, Business, Business Administration or related field.

2. Proven experience in delivering business improvement projects with measurable outcomes in a complex corporate environment
3. High-level project management skills, including planning, risk management, benefits realisation, and change leadership.
4. Strong interpersonal and written communication skills, with the ability to influence stakeholders and work effectively across cross-functional teams.
5. Sound understanding of business improvement methodologies and project governance frameworks
6. Demonstrated ability to work independently and manage competing priorities to achieve organisational objectives
7. Advanced analytical and problem-solving skills, with the ability to analyse complex technical issues, identify opportunities, and present solutions to support informed decision-making.

DESIRABLE CRITERIA

1. Experience or training in organisational wide customer service and continuous improvement
2. An understanding of operating in a publicly accountable environment.
3. Advanced knowledge of online financial systems, budget monitoring and cost control skills.
4. Experience of updating and influencing a mature organisation to innovate and be a better place to work.

CONDITIONS OF SERVICE

Our values: *shaping our future*, *leading at all levels*, and *working together*, reflect the culture of our organisation. They are the 'glue' that brings us all together in achieving our Council and community goals. Employees are expected to support, and feel supported by, our shared values.

Council is committed to making diversity, equity and inclusion a part of everything we do. We strive for a welcoming and inclusive workplace for everyone, including Aboriginal and Torres Strait Islander people, people who identify as LGBTQIA+, people of all genders and ages, people with a disability and people from culturally and linguistically diverse backgrounds.

Council's Capability Framework applies to all positions and sets out the behaviours we expect from our people. The details of each profile are available on Council's intranet.

The incumbent is required to comply with Council’s Code of Conduct, policies and procedures, and other conditions of service outlined in the letter of offer.

EMPLOYEE NAME	
SIGNATURE	
DATE	