

POSITION DESCRIPTION

Position Title	Customer Experience Lead	Classification	Band 8
Directorate	Corporate Services	Department	Transformation and Technology
Direct Reports	Nil	Date	June 2026
Reports to	Enterprise Systems Project Lead		

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

The Project Lead – Customer Experience will work as part of the Future Ready Cardinia project team ('the Project'), with a focus on transforming the end-to-end customer journey by redesigning experiences across all touchpoints—online, in-person, and service—to create a seamless and memorable experience.

The position requires aligning strategy with execution by translating high-level project goals into practical, actionable customer initiatives and design. A strong emphasis is placed on driving data-led decisions through customer feedback, journey mapping, and analytics to inform continuous improvement.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Lead and drive collaboration with project stakeholders to design and implement technology-enabled solutions that deliver measurable improvements in efficiency and customer experience. Ensure solutions are aligned with organisational architecture and digital transformation strategy, and exercise judgement in prioritising initiatives.
- Drive cross-organisational alignment and accountability by working with department and technology teams to embed a consistent, council-wide approach to customer experience and service delivery improvements.
- Act as lead Subject Matter Expert across all aspects of the project relating to Customer Experience with accountability for defining scope, setting direction, and overseeing delivery within the project. Drive planning and execution to ensure milestones, dependencies, and risks are proactively managed and that successful, measurable project outcomes are achieved.
- Lead the development and application of end-to-end customer journey mapping to generate actionable insights on customer behaviour, identify systemic pain points, and drive strategic prioritisation, service design decisions, and future-state experience improvements across the organisation.
- Provide expert advice and strategic guidance to key stakeholders, including senior leadership, to influence decision-making, manage expectations, and drive alignment with customer

experience objectives across the organisation.

- Lead and embed change initiatives by ensuring new customer experience practices, processes, and improvements are adopted across the organisation, building capability and driving sustained behavioural and cultural change.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide leadership, specialist advice, direction and expertise on policy, goals and projects to employees, leaders and key stakeholders to support the achievement of the Council Plan and organisational strategy and goals, and project objectives.
- Resource Management - freedom to act set by broad goals, policies and budgets; may have a substantial effect on the unit or public perception of the organisation
- Manage Specialist or Regulatory Units - freedom to act subject to goals, policies and legislation; may have a substantial effect on the community
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.
- Develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management. The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with limited day-to-day management.
- Involves both problem solving and policy development.
- Methods, procedures and processes are less well-defined, and employees are expected to contribute to their development and adaptation
- Requires identification and analysis of an unspecified range of options before choice can be made.
- Identify and develop policy options for senior management or employer consideration.
- Exercise independent judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions.
- Work involves the application of improvement suggestions, recommendations and problem solving
- Solve complex and high-risk problems.

SPECIALIST KNOWLEDGE AND SKILLS

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee Demonstrate initiative in managing work outcomes, opportunities and challenges.

- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.
- Demonstrate initiative in managing work outcomes, opportunities and challenges.
- Demonstrate specialised analytical and problem-solving skills.
- Proven ability to plan and implement workplace change to deliver outcomes for the community and organisation now and into the future.
- Possess comprehensive working knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Ability to persuade, convince or negotiate with clients, members of the public, employees, tribunals etc. and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Ability to lead, motivate and develop other employees
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication, negotiation, and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to manage a variety of tasks and issues concurrently.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of a team to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.

MANAGEMENT SKILLS

- Typically involve the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Ability to effectively manage, coach and support employees throughout the organisation.
- Be proactive and prioritise activities according to level of urgency with the ability to achieve objectives despite conflicting pressures.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Promote a culture of learning by proactively seeking opportunities to challenge and develop team members and provides practical feedback to maximise performance.
- Support high performance through regular coaching with direct reports, and role modelling shared leadership.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing.
- Lead and influence a collaborative and innovative values-based culture.
- Adopt a commercial and entrepreneurial approach to the design and implementation of programs.
- Foster innovation and improves work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Extensive and diverse experience in customer experience, customer-centric process design, digital interactions and user experience, preferably across the breadth of local government service areas.
- Demonstrated experience in managing and resolving customer complaints in the local government context.
- Experience in leading, mentoring and developing a team of diverse professionals.
- Experience in working in a complex, multi-disciplinary organisation.
- Data analysis and report writing, with a strong attention to detail.

- A current Victorian Drivers Licence.

KEY SELECTION CRITERIA

- Financial acumen and the ability to manage team budgets effectively.
- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Understanding of emerging trends to ensure the decisions made by this position influence the outcomes for our community and organisation now and into the future.
- Leadership, authority, direction and expertise on policy, strategy, goals and projects within area of responsibility.
- Able to work independently and make sound decisions based on experience and good judgement.
- Extensive knowledge and experience in customer experience, process improvement and customer journey mapping.
- Ability to deal with concerns effectively, diplomatically, and confidentially.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a full time, maximum term contract until 29 June 2029.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.