Melton City Council

City Development Project Lead

Position Description

PD: 00760

A welcoming and liveable
City accessible to all

1. Position details

Position Title	City Development Project Lead
Directorate	City Futures
Business Unit	City Development
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Planning Support Services
Supervises	Nil
Internal liaisons	• Relevant team members of City Development • Other departments as relevant and required
External liaisons	• Community members • Consultants • External service and statutory authorities and agencies • State Government departments

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Coordinate, manage and deliver City Development projects f in accordance with agreed objectives, timelines, budgets and departmental priorities.
- Support the Coordinator Planning Support Services to drive continuous improvement, enhance customer experience and service delivery, and improve operational efficiency through workflow reviews, process streamlining, service enhancements and the review and implementation of audit actions and recommendations.

5. Key responsibility areas

- Define project scope, objectives and deliverables in collaboration with the City Development leadership team, ensuring alignment with departmental priorities.
- Plan, coordinate and monitor project schedules, milestones, resources, budgets and deliverables to achieve agreed outcomes within established timeframes.
- Develop and maintain project plans, management tools, methodologies and communication materials to support effective and consistent project delivery.
- Coordinate internal resources, subject matter experts, external consultants and service providers to support project implementation and achievement of objectives.
- Monitor project progress, identify and resolve issues, manage changes in scope, assess risks and develop contingency plans as required.
- Coordinate the review, monitoring and implementation of audit actions and recommendations in collaboration with relevant teams and subject matter experts.
- Prepare and present project progress reports, proposals, requirements documentation and other reporting materials to inform stakeholders and support decision-making.
- Establish and maintain effective stakeholder relationships, communicate project expectations clearly and provide responsive, high-quality service to internal and external customers.
- Identify and implement opportunities to enhance customer experience and service delivery, including monitoring and coordinating updates to relevant Council website content to improve online information and accessibility.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

6. Accountability and extent of authority

- Demonstrate and promote Melton City Council's Values and Guiding Behaviours, and comply with organisational policies, procedures and Code of Conduct.
- Plan, coordinate and manage the delivery of Planning and Building projects in accordance with Council policies, strategic objectives, agreed project scope, timeframes and budgets.
- Exercise delegated authority and judgement in managing project resources, monitoring performance, identifying and mitigating risks, resolving issues and escalating matters where required.

- Monitor and report on project progress, expenditure, risks and outcomes to the Coordinator Planning Support Services and relevant departmental leadership.
- Develop and communicate project management standards, methodologies and tools to support consistent project delivery and continuous improvement.
- Provide specialist advice and contribute to the development and review of departmental policies, procedures and operational processes within the position's area of responsibility.

7. Judgement and decision making

- Apply established project methodologies and processes to plan project timelines, milestones and deliverables using the appropriate tools.
- Analyse project status reports, change requests, and requirements documentation to ensure smooth project progression.
- Exercise initiative and judgement to investigate and resolve complex project and operational issues in consultation with the City Development leadership team which involve identifying opportunities to improve existing processes or develop new processes and methods to provide the most appropriate solution to achieve desired outcomes.
- Exercise initiative in undertaking analysis, research, evaluation, implementation and recommendations in relation to projects undertaken.
- Identification and analysis of options for recommendation.
- Guidance is not always available within the organisation.

8. Specialist knowledge and skills

- Demonstrated knowledge and application of project management skills including techniques, and tools to plan, deliver and evaluate projects, monitor milestones and performance measures and achieve agreed outcomes.
- Knowledge and understanding of principles and practices of budgeting, financial management and accounting principles to support effective project planning.
- Demonstrated ability to analyse, review and improve business systems and operational procedures and processes.
- Understanding of Council's strategic objectives, values, long-term goals and operating environment, including relevant legislative, regulatory and governance requirements.

9. Management skills

- Demonstrated ability to plan, organise and prioritise project activities and competing demands, manage available resources efficiently, and deliver agreed outcomes within established timeframes and budgets.
- Establish and maintain productive working relationships with staff within the City Development Department as well as other key stakeholders across Council.
- Effectively communicate and manage project expectations with relevant staff, external consultants, service providers and stakeholders I to support the achievement of project objectives.
- Maintain professionalism, integrity and confidentiality and demonstrate a commitment to customer service excellence and Council's values.
- Apply initiative, pragmatic and innovative thinking to identify and resolve issues and support effective project delivery

10. Interpersonal skills

- Demonstrated ability to work independently and collaboratively, with the ability to establish and maintain positive working relationships across Council and with external organisations to facilitate cooperation and resolve issues.
- Ability to adapt to changing priorities, demands and timelines through effective analytical, problem-solving and organisational skills.
- Highly developed verbal and written communication skills, including the ability to liaise effectively with stakeholders across a range of disciplines and resolve project-related issues.
- Demonstrated ability to undertake research into project-related issues, evaluate information and apply new technologies and approaches to support project delivery.
- Must be able to learn, understand, and apply new technologies.
- Demonstrated commitment to providing excellent customer service to internal and external stakeholders.

11. Qualifications and experience

- Tertiary qualifications in business administration, project management or a related discipline, together with several years of relevant experience in project management, business administration and performance reporting, or an equivalent combination of qualifications and extensive practical experience.
- Proficiency in Microsoft Office 365 applications and project management related software.
- Demonstrated experience in managing multiple projects concurrently, and ability to deliver within agreed timeframes and budgets.
- Demonstrated experience in providing high-level customer service and coordinating with internal and external stakeholders to achieve project outcomes.

12. Key Selection Criteria

1. Tertiary qualification in business administration, project management or a related qualifications or significant business administration, performance reporting and related project management experience.
2. Highly developed prioritisation and time management skills with the capacity to manage multiple projects and a complex workload.
3. Experience in developing and deploying project best practices, policies, procedures and processes and experience with implementing change.
4. Highly developed interpersonal and communication skills including the ability to liaise both oral and in written format to gain the co-operation of internal and external customers.
5. Demonstrated ability to work independently and within a team environment exercise initiative and sound judgement and deliver outcomes with minimal supervision.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Head of City Development	October 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date