



Position Details

Position title:	Children Services Program & Stakeholder lead
Award Classification:	Band 8
Department:	Portfolio Projects
Division:	Community Wellbeing
Date Approved:	March 2026
Approved By:	General Manager Community Wellbeing

Organisational Relationships:

Reports To:	Manager Portfolio Projects – Community Wellbeing
Supervises:	No direct reports
Internal Stakeholders:	Executive Team, Early Years Services, Property, Communications, Construction Program Manager, OHS, Finance, Asset Management
External Stakeholders:	External childcare service providers (tenants), Other external or internal service providers, Department of Education, families/parents/carers, contractors, statutory authorities

Position Objectives

- Ensure safe, compliant and well-executed service decanting and reoccupation across five childcare services, two adventure playgrounds and other services as required.
- Strengthening relationships with external service providers through consistent, professional engagement, including negotiation of decanting, access and operational arrangements.
- Support services to obtain service licensing approvals where required and meet all applicable regulatory requirements.
- Minimise disruption to children, families, broader community and service providers during relocations.



- Enhance Council's reputation through mature, accountable, people-centred program leadership.

Key Responsibilities and Duties

Stakeholder Management

- Act as the primary point of contact for all service-side elements of the program(s), consolidating coordination and engagement that would otherwise sit across multiple senior staff.
- Build and maintain constructive relationships with external tenants and internal service teams, ensuring consistent expectations and messaging.
- Provide high-quality customer service and reduce pain points through early resolution of issues, minimising escalation to Executives.
- Support clear, consistent communication with service staff, families, broader community and key stakeholders.

Service decanting/re-occupation & Operational Delivery

- Lead planning and delivery of decanting/re-occupation for identified service providers.
- Coordinate logistics, readiness and operational commissioning of temporary sites.
- Ensure temporary facilities are fit-for-purpose and compliant with regulatory requirements.
- Monitor progress, risks and dependencies across the program and proactively address emerging issues.

Regulatory & Licensing Compliance

- Support services with temporary education and care service approval applications.
- Ensure compliance with NQF and Education & Care Services National Regulations.
- Coordinate regulatory readiness and inspections.
- Identify compliance risks and mitigation strategies.

Parent & Community Engagement

- Support proactive communication with parents/carers, broader community and service providers regarding decanting/re-occupation impacts.
- Develop approaches to minimise enrolment loss during relocations.
- Respond to community queries as required.



Program Governance, Reporting & Risk

- Prepare program reports, risk registers and governance documentation.
- Ensure alignment with Council's Project Delivery Framework.
- Identify and escalate issues early with recommendations.

Accountability and Extent of Authority

- Accountable for the delivery of complex service decanting and reoccupation programs within the Community Wellbeing portfolio
- Operates within broad Council goals, agreed program objectives, policies and approved budgets
- Has autonomy to plan, sequence and manage program activities within defined parameters
- Manages issues and risks that may have a substantial impact on services, service providers and community confidence
- Provides advice and recommendations to senior leaders to support decision making and approvals

Judgement and Decision Making

- Applies advanced judgement in complex operational environments where issues are not clearly defined
- Analyses and assesses an unspecified range of options to resolve service, regulatory and stakeholder issues
- Makes decisions within broad guidelines and agreed frameworks, seeking direction where required
- Solves problems that require balancing competing priorities, risks and stakeholder needs
- Develops practical recommendations that inform management and executive decisions

Specialist Skills and Knowledge

- Applies advanced knowledge of early childhood services and regulated service environments
- Demonstrates strong understanding of education and care licensing, compliance and regulatory processes
- Applies specialist skills in service relocation, service continuity planning and operational commissioning
- Interprets legislation, regulations, leases and service agreements within a Council context



- Maintains strong understanding of Council policies, governance requirements and community service delivery

Management Skills

- Applies high level skills in planning, organising and coordinating complex programs across multiple sites
- Manages competing priorities, program risks and interdependencies within agreed timeframes
- Coordinates and influences internal specialists, service providers and contractors to achieve outcomes
- Establishes and maintains clear program governance, reporting and risk controls
- Achieves agreed objectives within available resources and changing delivery conditions

Interpersonal Skills

- Demonstrates strong ability to negotiate and resolve issues in sensitive and contested environments
- Builds and maintains productive working relationships with executives, service providers and regulators
- Communicates clearly and confidently with families, community members and service staff
- Handles difficult discussions with professionalism, empathy and sound judgement
- Represents Council effectively in high impact stakeholder engagements

Qualifications and Experience

- Degree qualification in a relevant field such as early childhood, community services, project or program management, public administration or a related discipline.
- Substantial experience delivering complex programs or operational change within regulated service environments, including experience managing service relocations, service continuity or comparable large scale service delivery impacts.

Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification



Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

- Experience in Victorian early childhood service operations and regulatory compliance.
- Experience delivering operational relocations or decanting/re-occupation processes.
- Strong relationship-management and negotiation skills in contested environments.
- Highly developed written and verbal communication skills.
- Ability to manage competing priorities and work autonomously.
- Demonstrated maturity, accountability and sound judgement.
- Project or program management experience, with working knowledge of lease and licensing agreements or the ability to contribute to their preparation and negotiation.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.