



Position Details

Position title:	Manager Community Building and Inclusion
Award Classification:	Senior Officer
Department:	Community Building and Inclusion
Division:	Community Wellbeing and Inclusion
Date Approved:	May 2025
Approved By:	General Manager Community Wellbeing and Inclusion

Organisational Relationships:

Reports To:	General Manager Community Wellbeing and Inclusion
Supervises:	Coordinator Community & Social Planning; Coordinator Diversity, Equity & Inclusion; Coordinator Grants & Community Building; Coordinator Partnerships – Housing, Safety & Reconciliation & Business Support Officer.
Internal Stakeholders:	CEO, Council, Managers, Heads of and Coordinators, All Staff
External Stakeholders:	State and Federal Agencies, Community and not for profit sectors, community groups, local government bodies and professional associations.

Position Objectives

The Community Wellbeing and Inclusion Department supports the health, connection, and quality of life of all people in Port Phillip by delivering programs, services, and partnerships that promote equity, social inclusion, and access to opportunities.

The Department plays a key role in policy and strategy development as well as community infrastructure planning to ensure services, facilities and spaces meet the diverse needs of the Port Phillip community. It works closely with community groups, service providers, and residents to ensure that all voices are heard and supported, including Aboriginal and Torres Strait Islander people, LGBTIQ+ communities, people with disabilities, multicultural communities, and those experiencing disadvantage. The Department also works in close collaboration with internal teams—particularly People, Culture & Safety (PC&S) — to embed inclusive, safe, and culturally responsive practices across all initiatives and ensure alignment with the City of Port Phillip values.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First

Key Responsibilities and Duties

- **Ensure the delivery of high-quality, compliant, and efficient community wellbeing and inclusion services**, including community and social planning, diversity and inclusion, community grants, community building, housing, safety, and reconciliation activities.
- **Adopt an evidence-based approach** to social and community infrastructure planning, strategy, policy and service model development.
- **Facilitate productive relationships and serve as the primary stakeholder manager** for community groups, health and housing providers, support agencies in Port Phillip, as well as relevant Federal and State Government agencies and Council advisory groups.
- **Develop, review, implement, and monitor progress of** Council's community diversity and inclusion strategies and action plans; Council's affordable housing and homelessness strategy and Council's approach to community safety.
- **Lead on the development** of the Gender Equity Action Plan and Gender Audit with oversight and direction from PC&S and work in conjunction with PC&S to support and assist with the delivery of other internal Diversity & Inclusion workforce related activities.
- **Lead the delivery of services, projects, initiatives, and partnerships** that address the root causes of community safety, homelessness and lack of community cohesion ensuring outcomes align with Council's responsibilities and broader community goals.
- **Lead the development of submissions and provide expert advice** on community wellbeing and inclusion initiatives, ensuring alignment with Council priorities and best practices.
- **Ensure the efficient administration of Council's community grants and service agreements**, ensuring they provide public value, meet best practices, and comply with probity and reporting requirements.
- **Lead people and team development for the Department**, including workforce planning, staff development, and collaborating with PC&S to address people-related matters and ensure a positive workplace culture.
- **Identify opportunities for financial and operational efficiencies**, implementing strategies and initiatives to drive service improvements, and lead reviews of services and programs, including the development of program logics and theories of change.
- **Serve as Municipal Recovery Manager (MRM)**, actively engaging with the Municipal Emergency Management Team, coordinating municipal relief and recovery efforts during emergencies, and collaborating with the Coordinator of Emergency Management and Deputy MRMs to ensure effective recovery planning and execution.
- **Promote the culture of the City of Port Phillip**, particularly diversity and inclusion, influencing departmental and organisational practices and policies to reflect these values.

Accountability and Extent of Authority

- Provide culturally appropriate, high-quality, compliant, and efficient community building and inclusion services, ensuring services meet community needs and are delivered in line with best practices.

- Effectively lead the Department, contributing to the leadership of the Community Wellbeing & Inclusion Division, and positively influencing and leading across the broader Leadership Network to ensure strategic alignment and operational success.
- Ensure the development and legislative compliance of Council's Municipal Health & Wellbeing Plan making certain that it responds to current and emerging community needs and priorities.
- Embed reconciliation, diversity, and inclusion into the Department's activities, ensuring strong processes and a supportive culture that extends across the broader organisation. This includes active collaboration with the DEI Steering Committee and key areas such as PC&S to ensure coordinated, whole-of-organisation efforts that drive meaningful and sustained change.
- Lead on the development of the Gender Equity Action Plan and Gender Audit with oversight and direction from PC&S ensuring it meets legislative requirements.
- Drive best value outcomes for the Port Phillip community, ensuring that all services delivered by the department are managed efficiently, meet performance targets, and provide maximum benefit to the community.
- Develop and maintain productive relationships with community groups, health and housing providers, support agencies in Port Phillip, as well as relevant Federal and State Government agencies and Council advisory groups, ensuring collaborative partnerships that support shared community goals.
- Lead the planning, development and implementation of future community infrastructure and community service requirements for a City with significant population growth.

Judgement, Decision Making and Financial Responsibility

- Significant demonstrable success in building high-performance cultures in community policy, strategy and service delivery with a proven ability to manage team and individual performance through clear accountability, regular feedback and goal setting.
- Advanced skills in strategy development, community planning, and policy design, consistently driving outcomes that deliver the best value for the Port Phillip community and align with Council priorities.
- Expert in data analysis, applying evidence-based approaches to inform social and community service provision and build effective partnerships, ensuring decisions are driven by data and lead to measurable impact.
- Extensive experience with the proven ability to ensure value for money and adherence to governance requirements in the management of community grants and service agreements, maintaining compliance with best practices, regulatory standards, and community expectations.

Specialist Skills and Knowledge

- Extensive public policy experience, including the ability to analyse and interpret evidence and data to inform strategic decision-making and drive policy outcomes.
- Proven ability to work effectively with diverse stakeholders and staff, building trust and fostering cultural safety by adapting to a wide range of backgrounds and lived experiences.

- Strong leadership experience in managing multi-disciplinary teams, overseeing policy development, planning, community development, and service delivery to achieve high-impact outcomes.
- Advanced project management expertise, with a track record of successfully leading and delivering complex projects on time, within scope, and in line with budget and strategic goals.
- Demonstrated understanding and application of community consultation and engagement methodologies, ensuring that community input is effectively integrated into decision-making and project development.

Management & Leadership Skills

- Drive organisational culture and foster shared ownership of strategic goals, ensuring alignment and collective commitment to achieving the organisation's vision and priorities.
- Demonstrated advanced people management experience, including the proactive resolution of industrial matters, ensuring a positive and productive workplace culture.
- Lead the development and implementation of processes that foster reconciliation, diversity, and inclusion within the Department and across the wider organisation, ensuring these values are embedded in all aspects of operations and team dynamics.
- Lead and manage key initiatives critical to the organisation's success, ensuring alignment with the priorities of the Division, CEO, and Mayor & Councillors, and driving outcomes that meet organizational goals.
- Operate as part of a collegiate leadership network, working collaboratively across Departments to influence organisational culture, drive strategic priorities, and deliver outcomes without relying on formal authority
- Ensure full compliance with organisational policies, procedures, and third-party regulatory requirements, while holding the department accountable for adhering to standards in areas such as Code of Conduct, Child Safety, OH&S, Discipline, Recruitment, Conflict of Interest, Tendering, and Purchasing. Ensure that all staff understand and comply with these requirements.

Interpersonal Skills

- Promote and champion the culture of the City of Port Phillip, actively influencing and inspiring others to take shared ownership of the Council's goals, fostering alignment across all levels of the organisation.
- Lead and manage key initiatives of strategic importance to the organisation, Division, CEO, and/or Mayor and Councillors, ensuring these initiatives align with Council priorities and deliver tangible outcomes.
- Engage in positive leadership as a member of the Leadership Network, setting a strong example for both direct reports and the wider organisation, demonstrating solution-focused thinking, and navigating organisational constraints with understanding and adaptability.



- Leverage highly developed skills in stakeholder engagement, building trust and cultural safety with staff and stakeholders from diverse backgrounds, and ensuring inclusivity in all interactions.
- Foster strong inter-departmental connections, working across the organisation to create collaborative partnerships that enhance team performance and drive collective success.
- Demonstrate impartiality and an unwavering commitment to public service, ensuring decisions are made in the best interest of the community and organisational integrity is maintained.

Qualifications and Experience

Experience: Extensive experience in leading multi-disciplinary teams across planning, policy development, strategy execution, and direct service provision, with a proven track record of achieving measurable outcomes. Experience within local government, community, health, or social services sectors is highly valued, particularly where it demonstrates the ability to manage complex, community-focused initiatives.

Academic: A tertiary degree in human services, public policy, social services, or a related field, accompanied by extensive and diverse professional experience in relevant sectors. Post-graduate qualifications are highly regarded, particularly where they demonstrate advanced expertise in policy, strategy, or service delivery in the community or public sectors.

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

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

- **Proven experience in leading functions** focused on social planning, policy development, strategy formulation, and service delivery, with a strong track record of achieving measurable community outcomes.
- **Advanced analytical and lateral thinking skills** to develop innovative policies, strategies, and service models. Proven ability to take the initiative, drive change, and implement new solutions in complex and politically sensitive environments.
- **Demonstrated ability to drive public value** for the Port Phillip community by ensuring projects, initiatives, and services are efficiently managed, aligned with strategic goals, and meet clearly defined performance targets.
- **Exceptional communication skills** including interpersonal, negotiation, persuasion, written communication, and presentation skills. Proven ability to effectively convey complex issues and ideas to diverse audiences in a busy political setting.
- **Extensive experience in community engagement** on complex issues, particularly in political settings. Proven ability to facilitate civic participation, ensuring that different perspectives and lived experiences are shared respectfully and in a culturally safe manner.
- **Demonstrated success in building and leading high-performing, multi-disciplinary teams**, fostering alignment, engagement, and collaboration. Strong leadership in driving cultural change while contributing to broader organisational leadership and development.



Position Description

PD Manager Community Building & Inclusion April 2025

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.

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