

# Customer & Transformation at Banyule – join us on the journey

Candidate information pack



# About Banyule City Council

Banyule City Council is an award-winning organisation committed to a customer-focused culture of innovation, best practice and continuous improvement. We serve a diverse and vibrant community of more than 129,000 residents from over 140 cultural backgrounds, and we prioritise inclusion, access, equity and community wellbeing.

Everything we do is underpinned by our Community Vision 2041:

“We in Banyule are a thriving, sustainable, inclusive and connected community. We are engaged, we belong, and we value and protect our environment”.

We deliver more than 100 services, including: youth and family services, open space management, economic development, planning, waste management, community wellbeing, and customer service.

Council is governed by an elected group of Councillors, with day-to-day operations overseen by the CEO and Executive Management Team.

All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties.

Our core values are:



**RESPECT** is characterised by supporting each individual's dignity and worth.



**INTEGRITY** is the quality of staying true to our moral, ethical, and spiritual principles.



**RESPONSIBILITY** is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.



**INITIATIVE** is characterised by having a proactive, resourceful and persistent approach to work.



**INCLUSION** is characterised by embracing and valuing the perspectives and contributions of all.

# Exciting opportunities

It's an exciting time for Banyule, and for the newly established **Customer & Transformation Department**. A recent restructure brought together Business Transformation & Technology and Customer Experience into one unified **Customer & Transformation Department**. This restructure creates a modern operating model aligned to Council Plan 2025–2029 priorities.

## The purpose of our new structure

- Aligning every function to strategic goals
- Unifying customer, digital and technology capability
- Reducing duplication and clarifying accountability
- Uplifting capability in data, AI, automation and digital channels
- Modernising service delivery and enhancing customer experience

## New departmental structure

The Customer & Transformation department is organised into five interconnected service units:

1. **Transformation** – enterprise architecture, strategic change, program governance
2. **Technology** – infrastructure, cyber security, operational IT, applications
3. **Data, Integration & Automation** – insight driven operations, data governance, workflow automation
4. **Customer & Digital Experience** – CX strategy, digital channels, service design, accessibility, content standards
5. **Customer & Information Services**– call centre, service counter, records management

New roles were recently created to help Council to deliver for the Community.

## Customer & Transformation vision

***“Create a value-optimised digital Council by focusing transformation on the most impactful statutory and community-facing services, while empowering staff, improving governance, and enabling innovation.”***

## About the new roles

Council is recruiting for three new positions, each introduced with the intention of uplifting customer experience, digital service delivery, AI capability, automation and platform enablement. Each role contributes to delivering a modern, agile and digitally empowered Council.

Below is an overview of each role and what we are looking for in a successful candidate. Full position descriptions including the key selection criteria and the application links for each position are available on our careers page: [Job Vacancies](#)

# Customer Experience Lead – Band 8 - \$127,378.47 to \$142,362.88 per annum plus super.

## Role purpose

The Customer Experience Lead is responsible for supporting development and governing Council's enterprise CX strategy and frameworks; embedding a consistent, measurable CX operating model across directorates; and delivering uplift in customer outcomes, accessibility, and service performance. Success in this role is evidenced by improved service metrics, adoption of CX standards and channels, and transparent benefits realisation.

## What you'll be doing

**Help shape how we work** by uplifting our CX policies, operating model and overall maturity, making it easier for teams to deliver consistently great customer experiences.

**Bring journeys to life** by mapping how our community interacts with us and designing services that feel effortless and intuitive.

**Champion our CX guardrails** from privacy and records to FOI and accessibility, ensuring we deliver services that are safe, transparent and inclusive.

**Turn feedback into impact** by building and maintaining our Voice of Customer frameworks, dashboards and measurement tools, helping teams truly understand what matters to our community.

**Lift our service standards** by strengthening SLAs, driving continuous improvement and embedding clear expectations across the organisation.

**Grow CX capability across Council** by empowering directorates with the tools, knowledge and confidence they need to deliver excellent customer outcomes.

## Ideal candidate/about you

- You are a collaborative, data driven CX specialist who is passionate about customer centred design and organisational enablement.
- The role requires demonstrated capability in shaping and delivering a council wide CX strategy, backed by strong skills in persona development, journey mapping, and Voice of Customer program execution.
- You have a track record of applying continuous improvement methodologies to drive meaningful, measurable service enhancements.
- Setting you up for success will be your ability to analyse and report on CX metrics, influence diverse stakeholders, and embed customer centric practices across teams.
- Exceptional written and verbal communication, along with the ability to facilitate workshops and shape collaborative outcomes, is essential.

## **AI Enablement Lead – Band 7 - \$109,953.82 to \$122,671.33 per annum plus super.**

### **Role purpose**

The AI Enablement Lead lifts Council's AI capability through practical guardrails, structured enablement programs, and small, safe, value optimised releases. The role converts diagnostics into sequenced uplift roadmaps, accelerates responsible AI use across directorates, and ensures measurable benefits, conformance, and sustained adoption.

You will build Council wide AI capability by establishing guardrails, creating literacy programs, delivering safe AI releases, and fostering a community of practice.

### **What you'll be doing**

**Map out our AI journey** by creating clear, practical roadmaps that help the organisation understand where we are today and where we can confidently grow next.

**Set the guardrails that keep us safe**, making sure our AI use is responsible, privacy aware, compliant with records requirements, and aligned to Council values.

**Lift skills across the whole organisation** through hands on AI literacy programs, practical prompting sessions and learning experiences tailored to different teams.

**Support teams to experiment safely** with AI clinics, coaching, communities of practice and sandbox environments where people can learn, test and grow.

**Deliver small, safe wins** by rolling out value focused AI releases that help teams see real impact without taking unnecessary risks.

**Track what's working** by measuring adoption, benefits and outcomes — helping us learn, improve and demonstrate value as we go.

### **Ideal candidate/about you**

You will be an AI enablement specialist skilled in responsible AI, capability uplift, automation and organisational change.

- The role requires demonstrated capability in uplifting organisational AI maturity, including designing maturity models and practical AI frameworks that enable responsible, low risk adoption.
- You'll have proven experience delivering structured, multi cohort AI literacy programs, applying Continuous Improvement and service design practices, and leading change through champions networks and Communities of Practice.
- Strong communication and stakeholder management skills are essential, particularly the ability to translate complex concepts, embed privacy and accessibility requirements, and influence across diverse operational and leadership groups.

# Platform Enablement Lead – Band 7- \$109,953.82 to \$122,671.33 per annum plus super.

## Role Purpose

The Platform Enablement Lead is responsible for uplifting Council's capability in workflow automation, data driven decision making, and digital collaboration by maximising the value of Microsoft 365, SharePoint, and the Power Platform.

The role drives the adoption of automation and digital tools, enabling process optimisation, improved data management, and continuous improvement in service delivery. By fostering a culture of digital innovation and self service, the Platform Enablement Lead ensures Council can deliver efficient, accessible, and high quality outcomes for the community

## What you'll be doing

**Grow our platform confidence** by helping teams get the most out of Microsoft 365, SharePoint and the Power Platform — making everyday work simpler, faster and more connected.

**Build smart, safe automation** through clear frameworks that keep our data organised, secure and easy to work with.

**Lift digital skills across Council** with practical, multi cohort training that meets people where they're at and helps them feel confident using new tools.

**Bring people together** by strengthening our champions network and Communities of Practice so ideas, tips and innovation can spread naturally across teams.

**Create reusable patterns** that make automation easier for everyone giving teams ready made starting points that save time and boost consistency.

**Practical support for teams** through coaching, clinics, helpful dashboards, and easy-to-use resources that make digital uplift feel achievable, not overwhelming.

## Ideal candidate/about you

You are a digital enablement practitioner with deep experience in M365 ecosystems, automation design and self service enablement.

- The role requires a proven ability to uplift organisational capability in Microsoft 365, SharePoint, and the Power Platform, supported by practical experience developing automation frameworks, digital collaboration standards, and reusable patterns.
- You'll have strong skills in designing and delivering structured capability building programs, applying Continuous Improvement and service design approaches, and measuring benefits through baselines, targets, and transparent reporting.
- Success in the role also relies on advanced change leadership capability including experience of facilitating champions networks and Communities of Practice, paired with exceptional stakeholder management across technical and operational teams.
- Strong communication, governance literacy (risk, privacy, records, accessibility), and hands on experience with low/no code tools are essential.

## Why join Banyule?

Working at Banyule means being part of a forward thinking, community centred organisation committed to innovation and continuous improvement. You will:

- Contribute to a sector leading transformation agenda.
- Shape how the community experiences Council services.
- Develop deep capability in modern Local Government service delivery.
- Work in a collaborative environment that embraces diversity and inclusion.
- Learning pathways and development opportunities complemented by supportive leadership.

### **Benefits of working with Banyule:**

- All positions are permanent full-time with genuine work-life balance, hybrid working, and generous leave arrangements.
- Monthly Rostered Days Off (RDO's)
- Study assistance – support to help keep developing your skills.
- Award winning learning and development opportunities.
- Health and wellbeing initiatives including Fitness Passport.
- 26 weeks of paid parental leave - primary carer/4 weeks of paid parental leave – partner.

## Interested in applying? Next steps for applicants:

Please review the Position Description for your preferred role and prepare:

- A cover letter addressing the Key Selection Criteria
- A resume outlining experience and achievements

Applications are welcomed from candidates who are passionate about community, digital transformation and customer focused service design.

Applications close for all positions on **10 February 2026 at 11:45pm**. Applications must be made through our recruitment portal: [Job Vacancies](#)

### **I have questions or would like more information – who can I call?**

If you have any questions or want to chat about your interest in these exciting new positions, please contact:

For the Customer Experience Lead role – Jennifer Donaldson on 03 9422 6138

For the Platform Enablement Lead and/or AI Enablement Lead role – Rob Trajcevski on 03 9422 6179