

City of Wanneroo

Director Transformation

Application Pack

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Introduction from the CEO

Thank you for your interest in the City of Wanneroo role, Director Transformation, and for taking the time to read this application pack.

The Director Transformation will lead a multidisciplinary portfolio that will help shape how the City works today and into the future. Bringing together digital, data, process improvement and organisational transformation, the role is focused on building the capability, systems and ways of working needed to support a rapidly growing community.

It is an opportunity to lead meaningful, organisation-wide change, simplify how we work and ensure our people have the tools and support they need to deliver outstanding outcomes for our community.

The City spans 685 square kilometres, extending from Two Rocks in the north to Koondoola in the south. It includes 32 kilometres of coastline and encompasses 36 suburbs. Our diverse community is reflected in a varied landscape that includes urban developments, bushland, market gardens, industrial precincts and more.

One of the largest and fastest-growing local government areas in Australia, the City is home to a population of almost 236,000 people and is projected to reach over 437,000 by 2046. With its scale and strategic positioning, the City plays a significant role at both state and national levels, offering substantial opportunities for future growth and development.

The City's Transformation Directorate has been established to help ensure we are ready for that growth. With a team of around 70 FTE, the Directorate brings together strategy, improvement, data, and digital capability to drive enterprise-wide transformation and deliver measurable benefits for our organisation and community. This includes a significant commitment to making 100 per cent of the City's transactional services available online by 2030.

This is a unique opportunity to build a new Directorate from the ground up, establish its culture and ways of working, and make a lasting contribution to the future of one of Australia's fastest-growing local governments.

We are looking for a leader who can think strategically, embrace complexity, bring people with them, and turn ambition into practical, measurable outcomes.

I encourage you to read the City's [Council Plan 2025-2035](#) and most recent [Annual Report](#) to get to know our vibrant community.

I look forward to hearing from you.

Bill Parker
Chief Executive Officer



Our Vision

A welcoming community, connected through local opportunities.

The vision for the future of Wanneroo captures the essence of the passionate views of our community, who want to make Wanneroo a place that is welcoming to all people, and provide the necessary connections for those people to live, work and participate locally, ultimately to help build a wider sense of belonging in the area.

Our Values

Our Values provide a foundation for the City, distinguish us and guide our actions to deliver results. They guide our behaviours and provide the boundaries within which we interact with stakeholders and customers.

Values are linked to our vision, culture and strategy. The values define our organisation to employees, stakeholders and customers, and remind staff of the preferred way of achieving our desired outcomes.

CUSTOMER FOCUSED	Delivering service excellence
IMPROVEMENT	Finding simpler, smarter and better ways of working
ACCOUNTABILITY	Accepting responsibility and meeting commitments, on-time and to standards
COLLABORATION	Together we are stronger
RESPECT	Trusting others and being trustworthy

Fostering a Values-driven culture

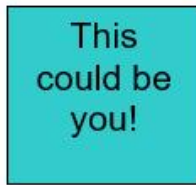
Closely aligned with our Values is the work we are undertaking to build a stronger, more connected and values-aligned workplace. Recognising that culture is the foundation of how we work and deliver services, our work is guided by six cultural pillars that closely align to our core values, ensuring that the way we work internally reflects the standards we aim to uphold across the City. Openness and transparency have been central to this process, from sharing survey results to co-developing actions that create meaningful change.

A strong organisational culture is not just about internal improvement; it directly influences the quality of our services, the wellbeing of our people and our ability to achieve strategic goals. By investing in our culture, we are investing in the long-term success of our organisation and the community we serve.

Executive Leadership Team



Bill Parker
CEO



Director
Transformation



**Harminder
Singh**
Director Assets



Kirstie Davis
Director
Community &
Place



Chris Leigh
Director Planning
& Sustainability



Emma Woolaston
Director Corporate
Strategy and
Performance

City of Wanneroo 2025 Culture Survey Snapshot

86%

feel they can arrange time
out from work when they
need to

85%

know what they need to
do to be successful in
their role

82%

understand how their
role contributes to their
organisation's long term
goals and strategies

85%

feel they receive support
from people around them at
work when they need it

Advertisement – Director Transformation

Newly created Executive role leading business and digital transformation

- Integral role to the future of the City of Wanneroo
- Up to 5 Year Maximum Term Contract
- Total Remuneration Package of up to \$330,821

About the City of Wanneroo

Home to more than 236,000 people, the City of Wanneroo is a young, diverse and rapidly growing community. With our population projected to grow by around 70% by 2046, we are actively planning for a future city of close to 500,000 residents.

From established suburbs and rapidly developing growth corridors to industrial precincts, coastal and rural communities and significant natural areas, our scale and diversity create exciting opportunities and complex challenges.

Our 1,000-plus employees are at the heart of delivering for this growing community. With a new Workforce Plan and Digital Strategy, we are investing in simpler systems and processes, better use of data and technology, and the organisational capability we will need for the decades ahead.

About the Position

Reporting directly to the CEO, the newly created Director Transformation will bring together digital, process and data transformation to shape a more scalable, efficient and effective organisation.

Leading around 70 FTE, you will align strategy, improvement, data and digital capability to drive whole-of-organisation change and deliver measurable value for our people and community.

You will also lead one of Council's most visible commitments: providing 100% of transactional services online by 2030. This is a rare opportunity to build a new Directorate, shape its culture and capability, and leave a lasting imprint on one of Western Australia's fastest-growing cities.

About you

We are looking for a values-driven, people-focused leader with a strong track record of enterprise-wide transformation, and the ability to bring people on the journey with you.

You will have led complex change, multidisciplinary projects and business improvement through to measurable outcomes, leaving both the organisation and your teams stronger as a result. You know how to simplify the way organisations work, build high-performing teams and turn ambitious targets into results.

If you are curious and collaborative, enjoy solving complex problems and genuinely get satisfaction from helping others do their best work, you will feel at home at the City of Wanneroo.

In Return

We are offering a contract of up to five-years, with a remuneration package of up to \$330,821 per annum, comprising a base salary, superannuation (including the option to co-contribute up to 15%) and a vehicle or vehicle allowance.

We know that leaders do their best thinking when they are genuinely able to step away and recharge. This means you will receive five weeks' annual leave, plus 12 executive leave days.

Most of all, you will join a leadership team that backs its people, welcomes fresh thinking, and is committed to making the City of Wanneroo a place where everyone can do their best work.

To apply, please click the Apply Now button or visit www.beilbydt.com.au quoting reference **1132353**. Please provide a comprehensive resume and a covering letter of no more than two pages, outlining your motivation for applying and addressing your suitability for the role.

Download an Application Pack here: <https://beilbydt.com.au/application-packs>

For initial enquiries, or for any assistance you may need in making your application, please contact **Emily Bulloch** for a confidential discussion on **0427 582 402** or ebulloch@beilbydt.com.au.

Applications close at **4pm AWST on Wednesday 14 October 2026**.

Please note, canvassing of Elected Members will disqualify.

POSITION TITLE	DIRECTORATE	DATE:
Director Transformation	Transformation	July 2026
REPORTS TO	POSITION NUMBER	ROLE FOCUS
Chief Executive Officer	4548	Leadership
LEADER TO	NEXT UP LEADER TO	
• Manager Digital Transformation • Manager Process Transformation • Manager Data Transformation	• Coordinators • Principal Specialists	

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, Council and City administration are working actively towards our vision of building a future together. Together we grow – safe, green and connected.

DIRECTORATE CONTEXT

The Transformation Directorate leads whole-of-organisation change, aligning strategy, improvement, data and digital to simplify how work gets done and realise benefits, so that Council achieves its priorities faster, at lower cost, and with measurable value for the community.

Established as a dedicated, time-bound directorate, Transformation is the City's engine room for modernising aging technology, integrating fragmented systems and data, and removing the legacy systems, processes and artefacts that constrain organisational performance. The Directorate is intentionally designed to build and embed continuous improvement capability across the organisation, with its functions progressively transitioning into permanent directorates as that capability matures.

POSITION CONTEXT

Leads the Transformation Directorate to translate the Council Plan 2025–2035 into a clear, sequenced transformation agenda spanning digital, process and data. The role ensures the City's systems, processes and information assets are modernised, integrated and fit-for-purpose, enabling every directorate to deliver outstanding services to a rapidly growing community.

Distinct from roles focused on running the organisation today, this position is accountable for fixing and future-proofing the way the City works – while ensuring transformation activity is balanced against business-as-usual delivery, and that improvement capability is embedded sustainably across the organisation for the long term.

The Director role actively contributes to the City's desired cultural state and models the City's values of Customer Focus, Improvement, Accountability, Collaboration, and Respect, embedding them in decision-making, leadership, and service delivery across all transformation functions.

FUNCTIONAL ACCOUNTABILITY

Accountable for the performance and direction of the Transformation Directorate by bringing together digital, process and data transformation functions to modernise the City's operating foundations and ensure the City operates as a unified, high-performing organisation.

KEY ACCOUNTABILITIES

KEY RESULTS

OUTCOMES

AREAS

Provide Leadership

- A strong workplace culture where employees feel safe, valued and fulfilled.
- A commitment to delivering outstanding internal customer service that results in high levels of internal and external customer satisfaction.
- Corporate safety targets are achieved and continual improvement opportunities for the ongoing development of a safe culture within the Directorate are actively pursued.
- Change leadership is visibly modelled across the organisation, building confidence, capability and trust in the City's transformation agenda.
- Annual employee culture survey results are reviewed and transparently communicated, with improvement actions implemented and year-on-year progress actively pursued across the Directorate.

Lead Transformation & Manage Change

- An enterprise-wide transformation roadmap is developed, maintained and delivered, aligned to the Council Plan 2025–2035 and the City's long-term strategic objectives.
- Legacy systems, fragmented data and manual processes are progressively modernised, simplified and integrated to remove blockers to organisational performance.
- Consultative change management practices are applied to guide the organisation through essential change, ensuring service delivery and our people are not compromised in the process.
- Continuous improvement capability is intentionally built and embedded within permanent directorates, supporting an orderly transition of transformation functions into business-as-usual operations.
- Benefits of transformation initiatives are defined, measured and realised, with progress transparently reported to the Executive and Council.
- Ideas for improvement or innovation are encouraged, captured, assessed, tested, and implemented within a project and risk management framework.
- Well informed decisions are made in the best interests of the City and the community.

Engage Stakeholders

- Strategic and productive relationships with government at all levels, relevant bodies, and Elected Members are maintained to support the planning and delivery of the City's transformation agenda.
- Strategic objectives are met through regular collaboration with internal and strategic external stakeholders, including technology partners and vendors.

- Effective engagement strategies, outlining what customers value now and in the future, inform decision making.
- Well researched, timely and accurate high-level reports and plans for diverse audiences, including Council, are prepared and presented.
- Clear and insightful verbal and non-verbal communication is used to develop meaningful relationships, internally and externally.
- Effective negotiations are undertaken, including technology contract and vendor negotiations that demonstrate best value costs for the City and the community.

Efficient & Effective Delivery

- A culture of excellence in internal and external service delivery is evident.
- Digital, process and data transformation initiatives are prioritised and sequenced to balance transformation activity with business-as-usual delivery across the organisation.
- Systems (aligned to relevant regulatory frameworks and key stakeholder interests) are in place to enable confident and accountable decision making within the Directorate.
- Best practice transformation, project and benefits realisation techniques are implemented and continually reviewed for improvement.
- Agreed project deliverables and goals are achieved on time and to standard.

Manage Resources, Governance, Compliance & Risk

- Clarification of accountability (e.g. what is expected, necessary authority, resources, capability, systems etc.) to enable direct reports to meet objectives and manage the flow of work across teams.
- Strong financial performance (operating/capital expenditure) achieved, reviewed and incorporated into short and long term activities, including transparent management of transformation program budgets.
- Resources are used wisely to evidence cost effectiveness and efficiency in the use of rate payers' money and in the pursuit of organisational goals.
- Robust data governance, cyber security and information management practices are established and maintained, ensuring the City's data assets are protected, trusted and well used.
- Directorate operations comply with governance and legislative obligations resulting in transparency and accountability within a local government environment.
- Short and long term planning considers legislative and compliance information (e.g. financial and economic, ICT, workforce, asset and risk management) to base decisions and strategies.
- Program governance artefacts (including business cases, roadmaps and benefits registers) are maintained to a standard that withstands audit and Council scrutiny.

Key Stakeholder Relationships:

- Provide accurate and strategic advice and support to the CEO, Mayor, Elected Members, and other key strategic stakeholders to assist them in carrying out their roles.
- Deliver effective advice to CEO and Council on statutory obligations, powers and limitations and ensure all processes are administered in accordance with legislation and agreed policies, procedures, processes, service level agreements and legal instruments.
- Provide leadership and guidance to Managers to sustain a team capable of producing the required outputs and for adding value to the Directorate and the wider City.
- Consults and engages with relevant internal and external stakeholders where appropriate to gain insight to community needs and feedback of service delivery.

Role Authorities:

- Directs a large multi-disciplinary team (approx. 100 direct and indirect FTE reports) within the Directorate, including ownership of the systems, processes, governance and financial management of the Directorate.
- Local Government Regulations and Act delegations as well as other relevant legislation, specific to the role.
- Required to exercise responsibility and use a high level of initiative and judgement in problem solving at an executive leadership level. May approve expenditure up to \$500,000.

Capabilities**Essential Criteria:**

1. Tertiary qualification in a relevant discipline, with extensive executive leadership experience within complex organisations.
2. Demonstrated success in leading large-scale, enterprise-wide transformation programs spanning digital, process and data domains.
3. Proven ability to lead major change programs and large-scale, multi-disciplinary projects through to measurable benefits realisation.
4. Deep knowledge of business improvement methodologies, program and project management, and change-management principles.
5. Strong understanding of digital strategy, enterprise systems, data governance, cyber security and information management.
6. Strong commercial and financial acumen, including business case development, benefits realisation and technology investment management.
7. High-level communication and influencing skills, including advocacy, negotiation, and public presentation.
8. Demonstrated capability in building cohesive, high-performing teams and cultivating a positive culture.

Desirable Criteria:

1. Post-graduate qualification in Management, Leadership or Business Transformation.
2. Experience designing and executing transition or handover strategies that embed transformation capability into ongoing business-as-usual operations.
3. Experience leading transformation within high-growth organisations and managing complex technology vendor and partner ecosystems.
4. Local government or broader public sector experience, including working knowledge of the Local Government Act and Occupational Health and Safety legislation.

Application Notes

These notes are provided to assist you in the preparation of your application and to help the selection panel evaluate your application.

Application:

Your application should include:

- A comprehensive resume; and
- A covering letter of no more than two pages, outlining your motivation in applying and addressing your suitability to the role.

By submitting your application you agree to provide true and accurate information on your career history and qualifications.

It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your suitability for the position.

Initially based on written applications, candidates who demonstrate that they meet the requirements of the role and, relative to other candidates, appear to be competitive, will be considered for interview.

Lodgement of Application:

Applications should be made online at www.beilbydt.com.au quoting job reference **1132353**.

Applications will close at **4pm AWST on Wednesday 14 October 2026**.

Referees:

Applicants should provide the names and contact details of at least two current referees in their application. This will include two managers or suitably senior colleagues that can comment on work outcomes, competencies and behaviours that are relevant to this position.

Interviews:

Interviews will be conducted either in person or via video conference.

Shortlisted applicants may be required to complete psychometric testing and/or digital interview in addition to reference checking and may be required to attend a second interview.

Background checks:

Third party background checks will be undertaken for the preferred applicant – this includes qualification, police clearance, identity and employment history verifications.

Pre-employment medical:

The preferred applicant will be required to undertake a pre-employment medical to ascertain if they are fit and can safely perform the inherent requirements of the role.

Equal opportunity:

The City of Wanneroo maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

Website:

For more information about the City of Wanneroo, please visit the City's website wanneroo.wa.gov.au

Further enquiries

For further information about the role please contact Emily Bulloch, Principal Consultant – Beilby Downing Teal on 0427 582 402 or ebulloch@beilbydt.com.au.

