

Manager Civil Services

Position Description

Directorate	City Operations	Department	Operations
Reports To	General Manager - Operations	Direct Reports	Branch Managers (4)

Position Purpose

This position will provide strategic leadership and direction to the broader Operations department and will be responsible for building and managing a multifunctional workforce which is engaged to deliver quality outcomes across Council's operations strategy. Working under the guidance of the General Manager - Operations, the Manager Civil Services will contribute expert knowledge and advice to ensure the appropriate development, implementation and management of Council's operations strategy ensuring its delivery in an efficient and effective manner.

Key Responsibilities and Outcomes

As a Manager Civil Services and member of the Operations Directorate you will:

- In conjunction with the General Manager, develop and implement departmental annual operating business and resourcing plans to contribute towards the achievement of Council's strategic goals.
- Execute key strategic initiatives in accordance with the strategic plan and work with the General Manager and Operations team more broadly to ensure that annual operational plans are implemented and are effective.
- Drive organisational change to deliver services efficiently and effectively to both internal and external stakeholders.
- Work in conjunction with the General Manager to prepare and manage the annual operations budget and scope of works for the portfolio of planned and cyclic works.
- Monitor the department's operational and financial performance and provide information and advice to the General Manager and Council through well considered reports.
- Provide strong leadership and professional direction to the relevant Coordinators and further support to all staff of the department.
- Develop and build the leadership capacity of the broader operations team, ensuring quality service delivery outcomes are achieved.
- Undertake detailed analysis of asset related information and provide advice/reports and recommendations for approval.
- Provide strategic leadership and direction in the development of frameworks for a whole of life asset focus to deliver value for money on how assets are maintained.
- Undertake regular reporting on performance and progress, including proactive and early identification of any issues that could compromise the attainment of performance targets, as well as identifying appropriate solutions.

- Provide strategic and operational advice and expertise to Council and key stakeholders on operations maintenance matters and digital innovation.
- Keep abreast of political, economic, industry, employment and social trends and developments which may impact on current Council operations, or which may create new opportunities for Council to extend or improve existing services.
- Ensure all work is performed to meet the safety, environmental and legislative/statutory requirements of Council.
- Ensure that all staff are compliant with safe work procedures and Council practices.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will shape the culture of the organisation by consistently role modelling the values expectations and behaviours and empower your leaders to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

Budget

To be confirmed

Delegations

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Advanced interpersonal skills, both written and verbal and the ability to act in an influencing/persuasive manner with the capacity to work well across all stakeholder groups.
- Maintain an open and transparent communication style, including the ability to gain trust and elicit support from others.
- Advanced problem-solving skills to successfully identify core issues, develop solutions and implement these using a logical and systematic approach.
- Demonstrated experience in building productive relationships at all organisational levels across a range of departments driving collaborative outcomes.
- Demonstrated experience in the development and implementation of strategy and policy and in leading organisational change whilst balancing competing priorities.
- Advanced knowledge and experience in the development and delivery of planned and cyclical operations maintenance programs and services.
- Ability to provide strategic and operational advice and meet the financial and compliance obligations of the organisation while maintaining high levels of employee engagement.
- Demonstrated experience in managing and growing the capability of a team of professional and para-professional staff.
- Analytical and outcome focused, with the ability to manage competing demands and workload priorities in a complex environment.

Qualifications

- Tertiary qualifications in Business, Engineering, Project Management or other relevant disciplines or extensive experience in leading a multidisciplinary and diverse department in a large and complex organisation.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.