

# Position Description

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| <b>Position:</b>                 | Manager Utilities & Local Services  |
| <b>Reports to:</b>               | Director Businesses and Services  |
| <b>Classification</b>            | Grade 15<br>Band 4 Level 2 Local Government (State) Award 2017  |
| <b>Term of Employment:</b>       | Permanent   |
| <b>Number of direct reports:</b> | 6 FTE   |
| <b>Other Staff reports:</b>      | 126   |
| <b>Location:</b>                 | This is an Armidale Regional Council role supporting both Armidale & Guyra offices, normally based at 135 Rusden Street Armidale. |
| <b>Operational Expenditure:</b>  | \$48m   |
| <b>Capital Expenditure:</b>      | \$27m   |
| <b>Delegations</b>               | In accordance with Council's Delegations Register.  |

## Organisational Context

Armidale Regional Council is located in the beautiful New England Region of New South Wales (NSW) and covers an area of 8,630 square kilometres. With an approximate resident population of 29,900, the region is home to many major industries including education services, technology services, agriculture, superfine wool production, beef and lamb production, vineyards and greenhouse horticulture – industries that will underpin sustained growth in the future.

Council delivers and provides a range of community and infrastructure assets include parks and reserves, libraries, swimming pools, roads, economic development, pre-schools, waste facilities and water and sewer infrastructure.

We strive for a flexible, adaptable, innovative and high-performance culture that celebrates the contribution of every employee, allowing them to build better careers as they help us deliver community services to meet, and exceed, the community's expectations.

## Service Description

Utilities and Local Services operate as a commercial business and include the management of town and public spaces, road construction and maintenance, waste management and water & wastewater services.

The Waste Management service focus is on the sustainable management of Council's Waste Management operations, including Council's waste transfer station, recycling operations, waste and landfill contract and general waste management services.

The Water & Wastewater service focus is on delivering sustainable and compliant water and wastewater services to customers through planning of assets, provision of technical advice and support to internal customers. Utilities liaise with its stakeholders and customers and delivers projects in line with Council's strategic and environmental objectives to best meet the needs of the Region.

Local Services and town and public spaces, includes the construction and maintenance (for both internal and external customers) of a range of assets including roads and drainage, to support the local communities in the Region.

Utilities and Local Services engages with a broad range of customers to deliver service within budget, planned timeframes and where relevant to agreed Service Level Agreement standards.

## Position Profile

The position is accountable for leading and managing as a business all waste management and water & wastewater, parks, reserves, cemeteries, construction and maintenance program for internal and external customers of Council.

The position offers, subject to clause 15 (xv) of the Local Government (State) Award 2017 the Civil Liability Allowance relevant to Engineering Professionals.

## Key Position Accountabilities

This position is accountable for:

- Developing a Business Plan for the delivery of commercially sustainable potable water/wastewater and Waste management services to the Region.
- Managing external contractors and projects to deliver sustainable and affordable utility services to the community.
- Driving the overall profitability, negotiating commercially beneficial contractual and leasing outcomes for the waste, water & wastewater to utilities.
- Driving the overall profitability, negotiating commercially beneficial contractual and leasing outcomes for low risk core capital works projects, roads, bridges and drainage.
- Ensuring that services are delivered to a high-quality standard and compliant with legislation.
- Developing strategies to reduce the amount of waste going to landfill and work with the community to improve recycling performance.

- Overseeing contractors engaged to undertake the kerbside collection program and landfill operations, and any other related contract services for waste management.
- Developing strategies to reduce water usage and work with the community to improve water conservation.
- Managing all Utilities projects to ensure that they are financially, environmentally, and socially responsible.
- Managing the delivery of a construction and maintenance (C&M) program (low risk core capital works projects, roads, drainage and bridges).
- Taking a commercial approach for the delivery of high-quality C&M services to external customers with the view to grow revenue and business opportunities.
- Taking a commercial approach for the delivery of high-quality C&M services to internal customers within Council within agreed Service Level Agreements.
- Managing the delivery of a roads, drainage and bridge maintenance program according to the Road Management Strategic Plan.
- Managing the delivery of a parks and open space program of work according to the Service Level Agreement and Operational Plan requirements.
- Acquiring and disposing (and rehabilitating) of all Utility assets using a whole-of-life costing model and undertaken in accordance with Council policy.
- Collecting, interpreting and reviewing all of Council's financial data and information related to Utilities.
- Developing a long-term financial plan for each service that focuses on the cost and community benefit of each asset.
- Monitoring and reporting of expenditure against budgets including reference to and reasons for variations.
- Managing staff to enhance team performance.
- Preparing and managing budgets in an accountable manner.
- Management of employees of Northern Inland Regional Waste

*It is important to note that this document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Armidale Regional Council core values, Code of Conduct and Equal Employment Opportunity principles.*

## Core Council Values

Council is committed to creating a workplace where staff hold the below values at the core of our behaviour and conduct.

Achievement

Agile

Limitless

Resilient

Unity

## Core Council Accountabilities

Council has high expectations and expects that all employees must adhere to Council's current guiding behaviour standards and expectations:

### Work Health and Safety



- Ensure that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation and Council's relevant safe work instructions, policies and procedures.
- Ensure that Workplace Health and Safety is always at front of mind and a number one priority, working with care and consideration to safeguard the health and safety of all staff and members of the general public.
- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Participate in a delivering a positive WHS culture, including having a proactive involvement in reviewing safe systems of work compliance and the implementation of continuous improvements in health and safety.

### Community and Customer Focused



- Convey a professional image of Council at all times.
- Provide customer centred services in line with organisational objectives and agreed service standards which is focused in continuous improvement
- Deliver quality customer service and service delivery which exceeds Council and community expectations.

### Code of Conduct and Equal Employment Opportunity



- Comply with all legislative requirements of the role.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimise exposures to risk.
- Convey a professional and positive image of Armidale Regional Council and the local government sector at all times, including dressing appropriately for the role and wearing designated uniform if required.
- Support and promote a professional working environment free from discrimination, harassment and victimisation. It is the responsibility of all employees to ensure that proper standards of conduct are upheld in the workplace.

## Performance



- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.

## Selection Criteria

### Essential

1. Relevant professional tertiary qualifications in the planning, management and operation of businesses or Degree in Engineering or related field and minimum 7 years experience.
2. Demonstrated capability of the Program responsibilities of the role for:
  - a. Water and Sewer
  - b. Waste Management
  - c. Roads Construction and Maintenance
  - d. Parks & Public Spaces
3. A comprehensive knowledge of Local government asset management in particular the whole of life approach to managing utilities on a commercial basis.
4. A record of achievement in a leadership and management role responsible for a suite of Council services that support roads infrastructure, park, waste management and utilities, for asset management in a medium or large organisation in particular utility assets.
5. Demonstrated personal competencies, including effective communication skills (written, verbal and non-verbal), ability to successfully negotiate for outcomes, sound decision making skills, and genuine commitment to consultation and engagement with other stakeholders.
6. Thorough knowledge of Local government, water, sewer, waste & roads legislation related to Utilities & Local Services.
7. Current valid Driver's Licence.

## Desirable

- Experience using a commercially based Utility Business Model would be highly regarded.
- Qualifications in WH&S.

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| <b>Prepared by:</b>                       | Human Resources   |
| <b>Approved by CEO<br/>(or delegate):</b> | Kim Bryan -Director Organisational & Corporate Services |
| <b>Date Approved/Updated:</b>             |   |
| <b>Version No:</b>                        | Version 1-May 2020                                      |

## Employee Acknowledgement

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| <b>Signed by:</b>  |  |
| <b>Print Name:</b> |  |
| <b>Date:</b>       |  |