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| **Title** | Section Manager Road & Drainage Maintenance |
| **Location** | Long Jetty Depot |
| **Classification/Grade/Band** | Band 3 Level 4 |
| **Reports to:** | Unit Manager Road Maintenance & Asset Evaluation |

Vision and Purpose

**Vision**

A vibrant and sustainable Central Coast.

**Purpose**

To provide valuable services that strengthen and support the Central Coast Community.

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary purpose of the role

Reporting directly to the Unit Manager Road Maintenance & Asset Evaluation, the role of Section Manager Road & Drainage Maintenance is responsible for the management and maintenance of road and drainage maintenance activities on local roads within their Central Coast region of Council.   
  
In addition, the Section Manager Road & Drainage Maintenance will provide day to day leadership to a team of professionals responsible for the delivery of Road Ancillary, Drainage and Pavement maintenance activities. This will be achieved through delivering the agreed level of service in an efficient and effective manner including reviewing and determining suitable work techniques, ensuring services are delivered to a satisfactory quality standards and are undertaken safely.

# Key accountabilities

* Lead the team to ensure maintenance works are carried out to the required standard with correct techniques and procedures and in accordance with budget provisions;
* Identify and monitor the current level of service and make recommendations regarding the best mix of service to address future needs;
* Manage the team to ensure works are undertaken in accordance with Council’s safety management system;
* The role will deal with members of the public, business and other authorities on maintenance matters and must be available for contact during after-hours emergencies;
* Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives;
* Embrace diversity by supporting initiatives that create an environment in which differences are valued;
* Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact;
* Promote collaboration by identifying opportunities to work with other teams/units to solve issues and develop better processes and approaches to work;
* Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation;
* Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others.

**Interpersonal Skills and Personal Attributes**

* Ability to influence change;

Ability to work in an environment of constant interruption and frequent dealings with difficult public/ customer relations ensuring quality outcomes and performance;

Ability to coordinate multiple tasks demonstrating superior organisational and time management skills;

* Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience;

Display strong influencing and mediation skills by negotiating from an informed and credible position;

Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes;

* Display resilience and courage by providing open and honest feedback

**Leadership / Management**

Act with integrity by demonstrating professionalism and setting an example for others to follow;

Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve;

Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate;

Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond;

Apply sound problem solving by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements;

Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions;

Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way;

Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team;

Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty.

**Technical**

* Display knowledge and experience in the repair and maintenance of roads including drainage, road pavements and ancillary activities;
* Demonstrate an understanding of Maintenance Management Systems and Asset Management principles;
* Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments;

Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution;

Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary;

Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks.

**Finance and Governance**

Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for;

Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources;

Involve specialist finance advice where required;

Be aware of procurement and contract management risks and what actions are expected to mitigate these.

**Qualifications**  
Essential

* Degree qualifications in Engineering or related field OR extensive experience in managing road ancillary drainage and pavement maintenance activities, combined with ongoing professional development.

Current Class C Driver’s Licence

Desirable

Post graduate qualifications in Maintenance Management, Project management or Asset Management

**Experience**

Previous experience in a similar role working in a large organisation.

Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus.

Extensive experience and knowledge in road maintenance.

Significant experience in establishing and maintaining positive, collaborative and service oriented relationships with internal and external stakeholders including the community and all levels of government.

Key relationships

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| **Who** | |
| Internal | **External** |
| Senior Manager | Community |
| Service Unit Managers | State and Federal Government Agencies |
| Councillors | Industry representatives and associations |
| Council employees | Vendors |