

Role Description

Business Manager



Title	Business Manager, Water and Sewer
Classification/Grade/Band	Band 3 / Level 4
Directorate	Water and Sewer
Reports to:	Director, Water and Sewer

Vision

A vibrant organisation doing great things.

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, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary purpose of the role

Reporting to the Director, Water and Sewer, the role of Business Manager is responsible for leading a team of professionals to deliver customer-focused strategic business planning. This work will form the basis for Council's ongoing revenue proposal to IPART, collaborating across the Directorate and broader business on customer requirements, priorities and projects to inform and support future funding proposals.



This is a strategic leadership role, managing and reviewing a range of internal interfaces, technologies, strategies and projects to allow for evidenced based presentation of Water and Sewers commercial and customer priorities in compelling and meaningful ways, reflective of its commitment to its ratepayers.

The Business Manager provides leadership and direction to a team of professionals to prioritise and enhance customer experience, business optimisation through data and analytics, community engagement and understanding and future planning for the Water and Sewer business.

This position plays a key role in collaborating, connecting and supporting across the various Units within W&S to ensure the review, delivery and risk mitigation of committed W&S deliverables.

The role also provides timely, expert, and strategic information and advice to the Director, Water and Sewer to facilitate effective decisions as they relate to the Water and Sewer operations of the business.

Key accountabilities

- Lead a team of professionals to drive a commercial and customer focused service that builds capability and delivers accountability and financial sustainability for Central Coast Councils Water business;
- Lead the strategic establishment and oversight of robust governance arrangements to ensure effective decision making, sign off processes and the appropriate management of risks to enable Councils current and future submissions
- Provide leadership and support to the team to enable effective monitoring, analysis and reporting on IPART process/project deliverables and provide timely and accurate reporting on project performance and risks/opportunities against key indicators;
- Provide clear, sound and pragmatic expert advice and strategy to support decision making;
- Build and maintain sustainable and collaborative partnerships with internal and external stakeholders to ensure the flow of information to achieve quality outcomes;
- Establish and promote a culture which encourages initiative and emphasises the value of continuous improvement;
- Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to strategic and operational issues within the directorate.



Interpersonal Skills and Personal Attributes

- Demonstrate excellent leadership, experience and strength of purpose to generate the trust, direction and enthusiasm required at all levels of the organisation.
- Demonstrate strong interpersonal and communication skills including high level ability to negotiate and consult on complex matters and put forward compelling arguments and rationales to all levels and audiences.
- Seek out and facilitate opportunities to engage and collaborate with stakeholders to develop organisational solutions.
- Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform strategy.
- Utilise sound arguments, strong evidence, and expert opinion to influence outcomes.
- Create a climate which encourages and supports openness, persistence and genuine debate around critical issues.

Leadership / Management Skills

- Ensure performance development frameworks are in place to manage staff performance, drive development of departmental capability and undertake succession planning;
- Share experiences and knowledge across the organisation to build intellectual capital and showcase thought leadership;
- Model and encourage a culture of continuous learning and leadership, which values high levels of constructive feedback, and exposure to new experiences;
- Champion and role model the Council core values to enhance team culture and performance.

Technical Skills

- Strong business acumen and an excellent knowledge of contemporary practices and frameworks;



- Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments;
- Sound knowledge of risk management strategies and approaches;
- 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.
- Demonstrate a sound understanding of technology relevant to the directorate, looking for opportunities to leverage and maximise the value of technological solution and advancement.

Qualifications

Essential

- Degree qualification in Business Management or related field or demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.

Desirable

- Certificate IV qualification in Project Management

Experience

- Extensive experience in leading complex projects including management of internal and external resources, budgets, budget and risk management and financial forecasting;
- Extensive experience in driving accountability and compliance for strategic and operational deliverables;
- Extensive experience in the ability to develop and manage relationships with multiple stakeholders in a complex political environment;
- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus;



- Extensive experience in the development of innovative and continuous improvement solutions that have long standing, organisation wide impact;
- Extensive experience in providing authoritative, specialist, expert and strategic advice on complex and sensitive matters;
- Demonstrated ability to influence and negotiate in the resolution of conflict and complex matters achieving a pragmatic outcome.

Key relationships

Who	
Internal	External
Chief Executive Officer	Community
Executive Leadership Team	State and Federal Government Agencies
Leadership Team	Industry representatives and associations
Council employees	Vendors
Unions	

