

# Role Description

## Operational Projects and Contracts Manager



<b>Title</b>	Operational Projects and Contracts Manager
<b>Classification/Grade/Band</b>	Band 3 / Level 3
<b>Group/Unit/Section</b>	Water and Sewer / Network Operations and Maintenance / Systems Operations
<b>Reports to</b>	Section Manager System Operations

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthens and supports 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 Role Statement

In contributing to the overarching vision and purpose, the role of Operational Projects and Contracts Manager has overall responsibility for leading a team responsible for the establishment and management of operational projects and contracts.

The position of Operations Projects and Contracts Manager is required to engage with employees and contractors to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Lead, motivate and support a team of project delivery and contracts staff, creating an environment that promotes high performance, collaboration, staff development, and succession planning.



- Support operations and maintenance teams in delivering value for money services to our customers while meeting regulatory requirements.;
- Collaborate with internal stakeholders to compile contracts around their requirements;
- Collaborate with Council's procurement team responsible for tendering and contract award;
- Develop and implement policies and procedures associated with improved contract management and administration to ensure services provided meet Council's corporate objectives;
- Proactively lead and manage operational projects, ongoing operational contracts, goods and services and service provider procurement processes, engagements and ongoing performance and disputes resolution;
- Develop and coordinate contract service provision to meet peak operational workloads or improved customer / operational outcomes;
- Provide professional advice in relation to contracts and projects and expert liaison with others on matters relating to the position;
- Manage overall contract and contractor management, performance, compliance, safety, quality, reporting and KPI processes and systems development;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

### **Authority and Accountability**

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Operational Projects and Contracts Manager may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;
- Decisions affect the work and activities of others within the Unit;



- The work of the Operational Projects and Contracts Manager influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Operational Projects and Contracts Manager is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
- Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials.
- Review financial targets for section and forecast costs and commitments. Achieve results through the development of cost and revenue targets and active management of expenditure for section. Use procedures such as benchmarking to monitor cost effectiveness.

### Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

### Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify stakeholder service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.



## Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

## Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

## QUALIFICATIONS

### Essential

- Degree qualification in Business Management, Engineering or other relevant discipline, combined with ongoing professional development;
- Current Class C Driver's Licence.



**Desirable**

- Vocational qualifications in Project Management and/or Change Management.

**EXPERIENCE**

- Extensive Contract Management experience with Project management expertise;
- Demonstrated experience within the government or utilities sector or equivalent;
- Demonstrated experience in the development and implementation of capital works and operational project procurement;
- Demonstrated experience working at a Technical Expert and /or supervisory/management level;
- Demonstrated knowledge of local government legislation and regulation governing water and sewerage services highly regarded;
- Demonstrated knowledge of commercial water industry operational practices and regulatory requirements highly regarded.

**Key Relationships**

Internal	External
Business Unit Representatives & Teams	Vendors, contractors, suppliers
Unit & Section Managers	
Council employees	

