

Position Description

Position title:	Executive Manager Operations
Work location:	Newcastle NSW
Classification/Grade/Band	Local Government Award Band 4 - Executive
Reports to:	Managing Director Waste Services
Direct reports:	2
Service Unit employee headcount:	66 people in the team: <ul style="list-style-type: none"> • Landfill Tip Face • Collections & Public Drop Off • Call Centre & Weighbridge • Service Delivery Contractor Management
Budget	<ul style="list-style-type: none"> • Waste Services Budget • Waste Services Operating Budget
Decision making:	This position holds delegations at a Senior Leadership Level 3
Date revised:	February 2024

Council Overview

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of five directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Executive Manager Operations is part of the Waste Services Business Unit and this role reports to the Managing Director Waste Services.

What's it like working at the City of Newcastle?

We are focused on making a difference in our community and achieving our vision of **creating a liveable, sustainable, inclusive global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

What is the focus of this position?

The Executive Manager Operations provides clear operations leadership in the management of the city's waste, promoting safe, compliant, efficient and innovative ways of working to deliver a value for money range of services to CN, the community as well as commercial customers.

In this role you will be responsible for delivering City of Newcastle's Our Sustainable Waste Strategy with a focus on the pillars of Planet, People and Prosperity and associated metrics, deliverables outcomes within the Strategic Imperatives. The role will require the ability to build effective working relationships internally and externally with key stakeholders to best enable delivery of the operational elements of the waste strategy. In this role you will collaborate and report across the organisation to shape a business culture, achieve shared goals and deliver exceptional customer service. You will also embrace and lead change in a dynamic, complex, and high growth environment.

This position reports to the Managing Director Waste Services and forms part of the Waste Leadership Team that will drive culture and values with a strong commitment to, and advocacy for safety & wellbeing, compliance, diversity and inclusion.

The key focus for this position will be across the following operating portfolios:

- Customer Call Centre & Weighbridge
- Collections
- Landfill Tip Face
- Public Drop Off
- Service Delivery Contractor Management

What you will be doing:

- Lead the operational direction of Waste Services to drive a commercial and customer focused service that builds capability and financial sustainability to ensure City of Newcastle's future as a sustainable and global city.
- Be accountable for the customer call centre, weighbridge, collections, landfill tip face, public drop off and service delivery contractor management portfolios.
- Manage the operational profit & loss to ensure delivery upon budget as well as actively support the budget development process.
- Ensure that the operational portfolios are aligned with and support delivery upon the Sustainable Waste Strategy that seeks to seize on the economic opportunities the Circular economy will present Newcastle and the Region
- Lead and manage the operating teams including providing direction, professional development, and performance management to ensure that the team deliver high quality outcomes and develop the capabilities to meet current and future needs of the business.
- Ensure collaboration between the Commercial and Operating teams to deliver aligned and best for business outcomes.
- Provide clear, sound and pragmatic expert advice to support decision making and proactively manage environmental, commercial and workplace safety risks.
- Build effective relationships with key stakeholders, internal and external, support evidence-based decision making.
- Determine, deliver and continuously improve optimal operating models to maximise the value of assets and provide for effective and sustainable service delivery.
- Identify and integrate innovation and technology to continuously build operational and service delivery efficiency & effectiveness over time.

- Lead the delivery of complex operational projects within a rapidly evolving technical, commercial, and political environment. ensuring new and existing operations meet current and future goals and needs.
- Support the Managing Director Waste Services with CN and external stakeholder engagement.
- Build and maintain the operational capability to ensure ongoing compliance with the requirements of the EPA licence, the Work Health and Safety Act, the Local Government Act and any other relevant statutory and regulatory requirements and governance controls are in place to protect the business.
- Align with the waste leadership team to delivery upon Waste Services day to day and strategic requirements.
- Provide leadership and support for employees by fostering a performance based and customer centred culture that encourages accountability and responsibility aligned with CN's people first approach and organisational values.
- Focus on performance excellence and continuous improvement by setting clear direction and objectives, appropriately devolving decision making and delegation of authority, and by the establishment and monitoring of clear performance indicators for staff.
- Any other accountabilities or duties as directed by the Managing Director Waste Services which are within the employee's skill, competence and training.

Key challenges:

- Embedding the newly formed business unit structure.
- Implementation of robust management of key risk areas.
- Actively driving and performance managing the Waste Services business unit transformation process
- Develop and retain a productive organisation culture.
- Management of key environmental and operational challenges to achieve regulatory requirements along with operational efficiency.

The essentials you'll need:

- Tertiary qualifications in a relevant discipline, or equivalent "hands on" operating leadership and subject matter experience in waste management and resource recovery operations.
- Demonstrated ability to drive safety culture, lead compliant waste related operating teams as well as develop and deliver upon budgets.
- Strong operational leadership skills with the ability to drive performance in complex operating environments with long-standing team tenure and culture.
- Hold a strong engagement orientation ethos for Newcastle Council and the community.
- Possess a strong service orientation focus for delivery of services to the community.
- Ability to work autonomously on a range of simultaneous tasks as part of a multidisciplinary team.
- Demonstrated commitment to leading operational and service delivery improvement processes and drive change effectively.
- Highly developed resource planning, budget and project management skills.
- Solid understanding of work health and safety legislative obligations, risk management processes, financial management and good governance.
- Proven leadership skills and the ability to motivate all levels of staff to deliver outcomes and provide quality service within identified timelines, budgetary and legislative provisions or guidelines.
- Demonstrated Inclusive leadership skills and ability to lead people with diverse lived experiences.
- Achieve the objectives within Our Sustainable Waste Strategy through the effective development and implementation of best practice operating policies, procedures and processes.
- Understanding and commitment to change management and the demonstrated capacity to effectively manage any associated industrial relation issues.

Other valuable skills you may have:

- A thorough understanding of the legislative and reporting requirements associated with Local Government and Waste.

Additional position requirement

- Be willing to work flexible hours to meet the requirements of the position.
- Be willing to work at any location within the Newcastle Local Government area subject to organisational requirements.
- Participate in the annual planning and performance review process for self and drive the process for staff members.
- Agree to act within the requirements of City of Newcastle's policies and applicable legislation including City of Newcastle's Code of Conduct, the Local Government Act, EEO and Anti-Discrimination Act.
- Model City of Newcastle's organisational values of Cooperation, Respect, Excellence and Wellbeing.
- Abide by City of Newcastle's waste Services specific WH&S policies, procedures and safety instructions; wear the protective clothing and equipment when provided; maintain all necessary licenses/professional/trade memberships associated with the work you will be carrying out to ensure your own health and safety and that of others within the workplace, timely management of WHS reporting and assessment activity.
- Be mindful and report all instances of environmental harm, which may be caused or discovered in carrying out their duties.
- Agree to City of Newcastle having the flexibility, at its discretion, to amend the duties and responsibilities of the position to meet its operational requirements or service delivery obligations provided that the position utilises the employee's skills and experience and the employee's level of remuneration is maintained.

Key internal relationships

Who	Why
Managing Director Waste Services	Transparent working relationship
Waste Leadership Team	Provides information and supports the Waste Leadership Team to collectively deliver upon Our Sustainable Waste Strategy
CN Leadership Team	As a senior leader, actively engages and participates in strategic discussions for the organisation.
Employees	Leads, motivates and develops employees within the Waste Services team
Council	Provides information to the elected Council as required






Key external relationships

Who	Why
Community	Communicates with, listens and provides a high standard of customer services
Industry	Builds and maintains professional relationships
Key Stakeholder Groups	Proactive engagement with the external groups and across local government, contractors and groups supporting waste management

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://capability.lgnsw.org.au/>

Following are the full list of capabilities and relevant skill levels required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Highly Advanced
	Act with Integrity	Highly Advanced
	Demonstrate Accountability	Highly Advanced
 Relationships	Communicate and Engage	Highly Advanced
	Community and Customer Focus	Highly Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Highly Advanced
	Think and Solve Problems	Highly Advanced
	Create and Innovate	Advanced
	Deliver Results	Highly Advanced
 Resources	Finance	Advanced
	Assets and Tools	Highly Advanced
	Technology and Information	Advanced
	Procurement and Contracts	Advanced
 Workforce Leadership	Manage and Develop People	Highly Advanced
	Inspire Direction and Purpose	Highly Advanced
	Optimise Workforce Contribution	Highly Advanced
	Lead and Manage Change	Highly Advanced