

# CLARENCE VALLEY COUNCIL

## Position Description

### Manager Civil Services

<b>Directorate</b>	Works & Civil - Civil Services
<b>Location</b>	Grafton
<b>Classification/Grade/Band</b>	Grade 19
<b>Position Code</b>	
<b>Date position description approved</b>	25 November 2021

## Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

## Values



## Primary purpose of the position

The Manager Civil Services provides operational direction, budget control and quality assurance of councils Capital infrastructure and maintenance programs. The position shall demonstrate value to the community, provide multidisciplinary team management, and provide strategic advice to maintain the organisations approach to being customer focussed in the delivery of road transport services.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Provide operational direction to the delivery of road transport projects, maintenance programs including Road Maintenance Council Contracts (RMCC) for the State Road network across the LAGA on behalf of TfNSW to ensure a practical approach to services that are efficient and result in quality outcomes.
- Participate in management preparation of the Annual Operational Plan, including budget preparation and asset condition assessments to meet the needs of the Delivery Program and monitor and report progress against completion of scheduled activity.
- Establish and maintain key performance indicators (kpi's) and attribute appropriate accountability that supports a managed approach to the effective delivery of services.
- Promote and deliver sound risk management and safe work methodology, ensuring risk management is applied at the appropriate level.
- Establish key reporting mechanisms for the promotion and reporting of Council civil services expenditure to ensure transparency to community and Council.
- Liaise with senior management in facilitating Council's operational response to Emergency Disaster Recovery.

## Key challenges

- Delivering consistent and quality civil construction and maintenance activities across a large geographical area requires proven management capacity to engage, plan and deliver.
- Creating momentum and enthusiasm for continuous improvement within a multi-disciplinary workforce requires a leader who is energetic and can demonstrate capacity to articulate the goals and involve and motivate staff.
- Delivering organisational efficiencies through quality assurance and process improvement requires a manager who builds relationships with colleagues and peers and balances strategic thinking with an understanding of operational effectiveness.

## Key internal relationships

Who	Why
Director Works & Civil and Executive team	Communicate information and provide risk management advice in relation to civil construction and maintenance activities that may have an impact on the organisation's compliance requirements and reputation.
Managers	To collaborate on preparation of Council's Annual Operational Plan and consistency in policy application across the organisation. Celebrate service successes and achievements as a key member of the senior management team.
Staff	Inspire, motivate, support and lead the team to work collaboratively to achieve Civil Service objectives in a timely, efficient and professional manner. Lead discussions and decisions regarding the development and implementation of innovation and best practice for improved service delivery.
Councillors	Provide advice that informs and supports strategic decision making regarding the transport network.

## Key external relationships

Who	Why
Government Agencies, Contractors, NEWLOG, NHVR, Local Traffic Committee and members of the public.	Ensure strategic interests are advanced by maintaining effective, collaborative relationships and partnerships with other Government stakeholders and central agencies. Maintain currency of knowledge and awareness of statutory obligations and funding opportunities. Represent the organisation's interest and provide timely response and advice as required.

## Key dimensions

### Decision making

The position is responsible for all decisions relating to the day to day operations of the section, provision of advice to staff in relation to areas of responsibility, the resourcing of projects within existing budget constraints and providing timely advice to the director and executive team.

Reports to	Director Works & Civil
Direct reports	4 direct reports including Senior Maintenance Engineer. Senior Capital Works Engineer Bridges Engineer Support Officer (Operations)
Indirect reports	100 indirect reports






### Essential requirements

Civil Engineering degree recognised in Australia and demonstrated senior management experience providing oversight to a multi-disciplinary team delivering civil infrastructure outcomes. Current driver's licence.

### 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 [www.lgnsw.org.au/capability](http://www.lgnsw.org.au/capability)

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

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

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> <li>Is prepared to make decisions involving tough choices and weighing of risks</li> <li>Addresses situations before they become crises and identifies measures to avoid recurrence</li> <li>Takes responsibility for outcomes, including mistakes and failures</li> <li>Coaches team members to take responsibility for addressing and resolving challenging situations</li> <li>Oversees implementation of safe work practices and the risk management framework</li> </ul>
<b>Relationships</b> Communicate and Engage	Advanced	<ul style="list-style-type: none"> <li>Presents with credibility and engages varied audiences</li> <li>Translates complex information concisely for diverse audiences</li> <li>Creates opportunities for others to contribute to discussion and debate</li> <li>Demonstrates active listening skills, using techniques that contribute to a deeper understanding</li> <li>Is attuned to the needs of diverse audiences, adjusting style and approach flexibly</li> <li>Prepares (or coordinates preparation of) high impact written documents and presentations</li> </ul>
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>Ensures business plans and priorities are in line with organisational objectives</li> <li>Uses historical context to inform business plans and mitigate risks</li> <li>Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>Implements systems for monitoring and evaluating effective program and project management</li> </ul>

## Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Sets high standards and challenging goals for self and others</li> <li>• Delegates responsibility appropriately and provides support</li> <li>• Defines what success looks like in measurable terms</li> <li>• Uses own professional knowledge and the expertise of others to drive results</li> <li>• Implements and oversees quality assurance practices</li> </ul>
<b>Resources</b> Assets and Tools	Advanced	<ul style="list-style-type: none"> <li>• Considers council and community assets in the design/delivery of services</li> <li>• Facilitates and monitors appropriate deployment of assets and tools in line with community priorities</li> <li>• Implements and monitors compliance with asset management and maintenance plans and policies</li> </ul>
<b>Workforce Leadership</b> Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> <li>• Translates organisational vision and strategy into operational goals to help staff understand their own contribution</li> <li>• Builds a shared sense of purpose through involving people in defining priorities and cascading goals</li> <li>• Regularly communicates progress against business unit and organisational goals</li> <li>• Creates opportunities for recognising and celebrating high performance at the individual and team level</li> </ul>