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| 1. **POSITION DETAILS**
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| **Position:** | Manager Operations |
| **Underpinning Award:** | South Australian Municipal Officers Award |
| **Duration:**  | Full- time Fixed Term Contract |
| **Stream:** | Senior Officers Stream |
| **Directorate:** | Infrastructure |
| **Reports to:** | Director Infrastructure |
| **Direct Reports:** | * Supervisor Civil
* Supervisor Trees
* Supervisor Parks and Gardens
* Supervisor Assets/Maintenance
* Cemetery Curator
* Business Services Operator
* Depot Administration
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| **Key Interactions / Relationships:** | * Chief Executive Officer
* Director – Infrastructure
* Executive Management Team Members
* Manager Engineering Services
* Project Managers
* Supervisors / Council Staff
* Councillors
* Private Sector Organisations / Contractors
* Community / Ratepayers
* Professional Associations
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| **PD Development Date:** | July 2018- V1 |

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| 1. **POSITION CONTEXT**
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| **Organisational Overview** | Located on Eyre Peninsula’s Spencer Gulf in South Australia, Whyalla is one of the largest regional cities within South Australia and offers a relaxed lifestyle where the outback meets the sea. Whyalla is home to approximately 23,000 people and has a well-established industry and retail base. The area offers compelling benefits based on locational, lifestyle, Mediterranean climate, picturesque costal shores and vivid scenery providing residents with small city charm. It is an attractive destination with good amenities, events and activities and a strong community spirit for families to call home. Whyalla City Council manages and maintains Childcare services, Library, Airport, Resource Recovery Centre, Cemetery, Crematorium, Infrastructure and recreational facilities including the Visitor Information Centre.Whyalla City Council is open for business! We welcome the opportunity to work with people who can play a role developing South Australia’s Next Regional Smart City. The Council area extends south of the City to Murninnie Beach and north of the Point Lowly shacks to the Department of Defence boundary fence, an area of 1032 km2.  Whyalla City Council manages and maintains Childcare services, Library, Airport, Resource Recovery Centre, Cemetery, Crematorium, Infrastructure and recreational facilities including the Visitor Information Centre.  |
| **Accountability Statement** | To provide professional and high level operational services to the community; via the management of the Works Department ensuring a safe and healthy workplace environment is developed and maintained, and to promote the skills and knowledge of the operation workforce. To provide leadership for the Council’s operations team to ensure a safe and healthy environment, a high standard of Council’s services to the community and to develop and promote the skill and knowledge of the operation workforce. * To understand and work towards achieving the Council’s Vision, Mission and Commitment statements.
* To behave in a professional, supportive manner, in accordance with the Council’s Code of Conduct, and cooperated with fellow officers; and
* Support behaviours which comply with the Council’s values and strive towards a high standard of service delivery to the organisation and the community.
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| **Organisational Structure** |
| **Key Role Responsibilities** | The Manager Operations is primarily responsible for planning and supervising the Council’s day labour employees, contractors and other resources to maintain the Council’s roads, verges, drainage, parks and gardens and buildings in Whyalla. The position is also responsible emergency management, disaster recovery and for the management of Council’s fleet and fleet operations.The Manager Operations is responsible for:**EFFICIENT AND EFFECTIVE OPERATIONS MANAGEMENT*** Plan, schedule and coordinate operations and works for employees and contractors in maintenance and construction;
* Ensure the safe, effective and efficient use and management of plant, vehicles, equipment, labour and resources;
* Ensure that effective project management methodology is used for all works including budget and quality control;
* Preparation of reports for Directors, the Executive Management Team and Council;
* Understand and practice sound financial management including the preparation of budgets, regular monitoring expenditure against budget, implementing rectification strategies and providing explanations for variances;
* Provide timely responses to customer requests;
* Communicate effectively at all levels and respond efficiently to achieve determined service level expectations and requirements of Council and the Chief Executive Officer; and
* Apply Council’s resources as budgeted to improve the physical appearance of the municipality.

**EFFECTIVE LEADERSHIP AND MANAGEMENT OF THE OPERATIONS TEAM*** + - Provide leadership, influence and motivate a diverse team, resolve problems and organise priorities;
		- Establish a performance culture and leading by example ensure that there is a culture of teamwork and cooperation between members of the team and the broader organisation;
		- Lead the operations team in regard to development, mentoring, motivation, action plans and training;
		- Develop and promote both a strong customer and high quality service orientation within the team;
		- Work to create a great team environment through effective team communication and relationship building skills; and
		- Promote and ensure a coordinated approach to all activities in the operations area.

**MANAGE COUNCIL’S EMERGENCY MANAGEMENT, DISASTER RECOVERY EFFORTS*** Develop emergency management and disaster recovery plans for the community and Council’s operations and service delivery in consultation with emergency management agencies;
* Manage and maintain Council’s emergency management and disaster recovery preparedness.

**DEVELOPMENT, IMPLEMENTATION AND ACHIEVEMENT OF THE COUNCIL’S STRATEGIC COMMUNITY PLAN ALONG WITH THE CORPORATE BUSINESS PLAN AND ASSET MANAGEMENT PLAN*** Provide input into the development, review and implementation of the Council’s Strategic Community Plan and Corporate Business Plan;
* Assist with the development and reporting against the delivery of the Corporate Business Plan; and
* Leading and managing change processes with the ability to identify implications for other areas of Council.

**POLICY DEVELOPMENT AND IMPLEMENTATION*** Participating in, develop, implement, monitor and review policies, procedures and CEO directives for the operations team within local government legislation, guidelines and best practice; and
* Provide prompt analysis and advice on the impact of strategy, programs, policy options and decisions.

**STATUTORY COMPLIANCE*** Actively participate and promote Council’s Work Health and Safety program, throughout the operations area;
* Understand and put into place actions to ensure the reduction of the Council’s exposure to risk;
* Enforce the Council’s and legislated safety policies, rules and regulations in relation to Work, Health and Safety in the operations team; and
* Ensure business and legislative requirements are adhered to at all times and promote a culture of continuous improvement.

**CONTRACT MANAGEMENT**Oversee the following contract management processes:* Preparation of contract documents
* Quotations and evaluation
* Contract administration
* Contract supervision and quality control
* Practical completion, commissioning and handover of works
* Claims and disputes
* Contract budget and program
* Monthly progress reports.
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| **Management Focus** | **In fulfilling key accountabilities of this role, the Manager Operations will:*** Ensure any decisions or actions are in accordance with good governance, legal compliance and any delegations / authorities as provided for by the incumbent’s direct Manager;
* Provide initiative and innovative thinking within the context characterized by professionalism and decisiveness in dealing with strategic issues raised within the Department;
* Actively contribute to the development of the strategic objectives for the Department;
* Ensure productive relationships with stakeholders (internal and external) are maintained;
* Strive towards achieving excellence and a continuous improvement philosophy in service management;
* Ensure customer-focused, accountable and responsive service delivery to customers of the City of Whyalla; and
* Ensuring all necessary activities undertaken for Council comply with the State Records Act 1997 including the consistent utilisation of the City of Whyalla Records Management System.
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| **Workplace Health and Safety / Environment and Risk** | * Ensure that health and safety risk to all people involved in or affected by projects are minimised by complying with the Work Health Safety Act,
* Complying with Council’s Risk Management and WHS management systems,
* Ensuring reasonable care is taken for personal safety and that of others in the work place.
* Utilising any necessary safety devices and personal protective equipment in accordance with established procedures,
* Taking any such actions required within level of skill and responsibility to eliminate or minimize hazards within the workplace of which you are made aware including the reporting of such hazards and incidents,
* Ensure that you are not, affected by alcohol or drugs at work,
* Promote a positive WHS Culture in the workplace,
* Assist in any issues resolution process as required,
* Undertaking training in respect to WHS in the workplace.
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| **Human Resources**  | **The Manager Operations has a Corporate responsibility to:*** Adhere to good Human Resource Management principles including but not limited to Council Employees Code of Conduct, Equal Employment Opportunity, Fair Treatment Processes, Staff Performances, Recruitment and Induction Processes’
* Comply with City of Whyalla Policies and Procedures as varied from time to time;
* Contribute to a positive, co- operative and productive work environment that aligns to the organisation’s preferred culture.
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| **Vision****Mission****Values** | **Together, we will meet our objectives by committing to our Vision, Mission and Values.****Vision**Whyalla will be a vibrant, attractive city offering our community a diverse range of sustainable economic, social, environmental and cultural opportunities.**Mission**We will provide access to quality infrastructure, services and facilities capitalising on and protecting our attractive coastal and outback landscapes.We will be home to an energetic, harmonious, integrated community actively involved in shaping Whyalla for current and future generations.**Values*** Safety
* Integrity
* Transparency
* Accountability
* Respect
* Commitment to Community
* Good governance
* Innovation
* Fairness and Equity
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| **Required Values and Behaviours** | **The commitment required of this position is in accordance with our Fair Treatment Principles and Expectations.** **Behavioural expectations that support our values include:*** Being empathetic, listening to, and understanding our customers and employees;
* Empowering our staff and the community to be involved, to speak up, make decisions and deliver key outcomes;
* Through innovation, seizing opportunities, thinking and acting progressively, identifying and mitigating business risks and making positive changes;
* Through achievement, setting goals for ourselves, always striving to meet these goals and celebrating our successes; and
* By recognizing diversity, adapting our style and service delivery to always meet the diverse needs of their employees, customers and the community in which we work.
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| **Special Conditions** | * As an officer of the City of Whyalla, fulfill any necessary statutory requirements in accordance with relevant SA State Legislation including:
	+ Local Government Act
	+ Engineering Standards
* The successful applicant will be required to submit the following documentation, the Whyalla City Council will reimburse costs associated with the National Police Clearance.
	+ National Police Clearance
	+ Copies of Certified Qualifications; and
	+ Driver’s Licence
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| **Essential Selection Criteria:** | * Strong ability to plan, develop, implement and manage the day to day operations of the Council’s employees and contractors in maintenance and construction;
* Demonstrated strong leadership and ability to manage change in an outdoor workforce;
* Highly developed communication skills including report and document preparation and verbal presentations skills’
* Ability to meet critical timeframes, budget and quality requirements
* Ability to solve problems creatively and expediently;
* Well-developed consultative, liaison, public relations, negotiation and influencing skills;
* Demonstrated knowledge of health and safety requirements.
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| **Desirable Selection Criteria:** | * Eligibility for Professional Membership of Engineers Australia;
* Sound knowledge of local government works and services, purchasing procedures and contract management;
* Substantial local government experience in a similar role, with demonstrated leadership, planning and employee development skills
* Construction White Card or similar training attained.
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The successful applicant will be required to sign the code of conduct and submit to a pre-employment medical examination.

**Acknowledgement**

I have read and understand the requirements, responsibilities and accountabilities of the role as outlined in this Position Description, and agree that;

* This position description accurately reflects the duties and responsibilities of the position at the time of signing;
* Key Performance Indicators for this position will be developed in conjunction with the Director Infrastructure and will be reviewed regularly.

I understand that this position description may be further reviewed at a future date in consultation with each undersigned party.

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| **Employee:**  | **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Director – Infrastructure** | **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
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