

POSITION DESCRIPTION

Our Values:



Position title:	Roads Delivery Manager
Position Code:	1203
TRIM Ref:	ED12/35443
Directorate:	Infrastructure Services
Section:	Civic Services
Position reports to:	Manager Civic Services
Band and level:	3/3
Salary grade:	Grade 19
Staff management:	Yes
Budget responsibility:	Yes

Primary function:

Reporting directly to the Manager – Civic Services, the Roads Delivery Manager is responsible for ensuring the delivery of civil and capital works to the Community in the most cost effective and efficient manner for Roads Infrastructure. The objective of the role is to ensure the delivery meets the expectations and needs of the community. Manage, motivate, and develop staff involved in the Roads Section.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Designated Person:

This position may satisfy Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- Ensures projects and resourcing plans are aligned to accountabilities and responsibilities.
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Leads their team to achieve excellence through service delivery benchmarks and is committed to the implementation of continued improvement processes; and
- Is accountable for the financial, legal, physical and human resources for the team within agreed budgets, timeframes and reporting standards.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> • An engaged workforce fostering a culture of safety and behaviour based on safety principles.
Best Practice and Benchmarking	Lead the team to achieve excellence through the establishment, management and monitoring of financial systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> • Establish, monitor and review financial benchmarks to meets budget objectives. • Develop a team of skilled analysts that can provide monthly reporting, insights and scenarios for change using accurate data and forecasts. Lead policy and procedures that ensure implementation of clear recommendations for improvement. • Continued improvement plan is created and implemented to ensure expectations/legislation and guidelines are upheld.
Governance and Risk	Oversee the identification of project and financial risks and appropriate management of these risks to councils' operations. Ensure risks to projects and financial service delivery to business units are identified and managed	<ul style="list-style-type: none"> • Align service delivery to meet the Delivery Plan and Community Strategic Plan outcomes for the organisation. • Project and financial risks are identified on the corporate risk register with appropriate mitigation strategies.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> • Establish and maintain a service delivery strategy that is agreed with the Director and reported monthly. • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues. • Provide guidance, advice and coordinate requests for further information regarding applications. • Enhance your knowledge base. • Drive a customer service approach in all internal and external interactions. • Ensure that all Directors and Program

		Managers receive accurate and timely project and financial reporting data.
Finance	Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.	<ul style="list-style-type: none"> • Services are delivered to the established benchmarks within the agreed budget tolerances and timeframes. • Monitor and report monthly in accordance with Council standards and expectations, including trend analysis and dashboard reporting • Financial planning & forecasting including development and update of the long-term plans and its integration with the resourcing strategy. • Reduction of surprises within the QBRs, ensuring that all QBRs adjustments are within an agreed tolerance to be set each year. • Identification and sourcing of external funding to maximise service delivery.
People	<p>Leader: Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.</p> <p>Employee: *</p>	<ul style="list-style-type: none"> • *Demonstrate accountable, affiliative and constructive behaviours in all interactions • Promote ways in which the team members can continue to learn and demonstrate 'blue' behaviours aligned to the Leadership Style Inventory Tool. • Lead the team to achieve excellence by establishing, maintaining and monitoring performance requirements. • Respond to employee satisfaction survey results to identify and act upon areas that require improvement. • Ensure the team demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice. • *Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. • *Commitment to fostering and participating in a positive team environment. • *Be flexible and adaptable to the changing needs of the team. • *Participate and contribute. • *Be available to take on other roles as required (e.g. in leave periods).
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> • Initiate utilisation of technology to: <ul style="list-style-type: none"> ○ Ensure single source of the truth ○ Replace own source financial models and forecasting tools with council best practice. • Network with peers and other industries to continue to generate business improvements.
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> • Provide clear concise information. • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools. • Prepare detailed reports, proposal and submissions to Senior Leadership team and Council.

		<ul style="list-style-type: none"> • Implement high level conflict resolution and negotiation skills. • Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours. • Support and provide advice for Corporate Governance, Risk Management, Strategic Procurement and Project Management where required.
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Entry Level Qualifications:

- Establish effective communication and relationships with relevant stakeholders
- Coordinate activities to ensure safety is integral to operations
- Manage road and infrastructure investigations and projects
- Have a good working knowledge of the budget requirements and timeframes
- Ensure that corporate records are fully and accurately captured and maintained to comply with legislative requirements and business needs
- Computer skills including the use of Microsoft Word, Excel and Outlook
- Investigate efficiency improvements in operations and systems

Qualifications, certificates and licences

- Relevant Bachelors (4 Year Engineering - Civil) Degree qualification coupled with extensive civil construction experience.
- Eligibility for membership of a professional body (LGEA, IPWEA, IEA).
- WorkCover Construction Induction Certificate.
- Current Class C Drivers Licence.
- Design and Inspect Traffic Control Plans (Previously known as an Orange Card).
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- Prepare a Work Zone Traffic Plan (Traffic Control Certificate/s previously known as Red and/or Orange Cards).
- Extensive experience in road & drainage construction practices.
- Experience in the supervision of contractors.
- Excellent verbal and written communication skills.

Experience, skills and knowledge

- Plan, co-ordinate and supervise the construction of roads, stormwater drainage and ancillary works within the Local Government area of Lismore City Council.
- To provide technical advice and administrative support to the Manager Civic Services in managing Council's public infrastructure assets.
- Administer maintenance activities and rehabilitation works required under the NSW Roads and Maritime Service (RMCC).
- Providing leadership for the day-to-day operation and maintenance of Council's infrastructure assets
- Ensure all Road works comply with environmental standards and the POEO Act, particularly sediment and erosion control.
- Monitor and promote the organisation's Work Health and Safety policies, procedures, and programs in the relevant work area to achieve and maintain work health and safety standards.
- Responsible for establishing and communicating project team goals and objectives and implementing the achievement of plans.
- Contribute to continuous work improvement processes, making improvements where applicable
- Review financial targets for the section and forecast costs and commitments. Achieve results through cost and revenue targets and active management of expenditure for the Section.
- Supervise various contract works including the preparation of tender documentation and specifications.
- Ensuring construction works are delivered on time and consistent with Council and other relevant standards.
- Provide expert advice and knowledge regarding new technologies and management practices.
- Provide leadership, coaching, mentoring and development for reporting staff.
- Project manage infrastructure contracts related to roadwork's, stormwater, cycle ways, bitumen

reseals and asphalt works, ensuring adherence to best practice industry standards.

- Undertake project delivery including community consultation.
- Carry out other duties within the bounds of the level of responsibility of this position, as may be directed by the Manager – Civic Services.
- Demonstrated extensive experience and ability to deliver services aligned to the business activities of the team.
- Demonstrated experience leading behavioral change in an established team and inspiring people to drive engagement, change and accountability.
- Proven high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
- Ability to lead the team in the development of competitive advantage and solutions to business problems and opportunities.
- Sound understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position.
- Proven track record in positively and successfully implementing change management processes in complex and sensitive circumstances.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Sound business planning, organisational, financial, and high-level report writing and administrative skills.
- Ability to create an environment in which innovative, efficient and effective ways to meet customers' needs are generated by colleagues and other organisational stakeholders.
- Demonstrated experience in the delivery of effective high-level customer service
- Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of organisation objectives (multi-skilling, information, and resource sharing).
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.

