

ABOUT PEAK SERVICES

COMING TOGETHER TO DELIVER MORE...

Our motivation for coming together is to do things better - with each other and for our customers. Our vision for the future sees us collectively focus on our customer relationships, market growth, innovation and incubation, and leadership and culture.

With our strong service ethos, our understanding of our customers and our deep expertise, we're planning to grow our business within the local government sector and beyond.

Change takes time


Our brand transformation in the market will be phased. This is to ensure we take our customers on the journey with us and maintain our strong relationships and connections in local government. The first step is to create our new combined brand.

It's important we're all saying the same messages to avoid brand confusion with our customers and help build strong, collective brand. We want to reassure our customers they'll still get the same great service from the same great people - just with added efficiency, cohesion and opportunity in the way we operate

OUR NEW COMPANY

As part of this process to build the brand of our new company, we've made sure to understand what our customers value the most in us through some qualitative customer research. They told us they appreciate these qualities of ours the most:

- Our deep knowledge and expertise of the local government sector;
- the way we build and maintain relationships;
- our connection to LGAQ;
- our willingness to adapt, get stuck in and fix problems; and
- our responsiveness.

We've come together as 





We're making sure that none of these things are lost as we merge into one, stronger business. We want to continue with our great work in the local government sector and look to what we can achieve in the future together:

Inspire confidence and advancement in the local government sector and beyond, through our expert advice, genuine passion and innovative service delivery.

We're a fully integrated, B2B enterprise currently serving the Local Government market, predominantly in Queensland. Our growth aspiration is to support a broader Government and private sector mandate, both within and beyond the Queensland market. We pride ourselves in having a deep understanding of our customers and the Local Government sector.

We value an entrepreneurial and innovation-driven culture; grounded in a commercial and customer-centric ethos. We operate as 'one team' in all we do to enable solutions to be leveraged from across the business to meet client needs.

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Position Description

Intermediate Asset Manager Consulting & Technical Advisory Services

IN BRIEF

As an intermediate Asset Manager in the Consulting and Technical Advisory Services Division you will assist Peak Services (Peak) in supporting the team to deliver Asset Management (AM), and/or Remotely Piloted Aircraft (RPA) services that raise industry awareness and contribute to improved performance of Peak's clients.

This position reports to **Director, Asset and Project Services**.


Members of all divisions work in a flexible and collaborative manner sharing the load of work and contributing expertise to their field. They seek collaboration with other team members to ensure the best outcome for the client and make a meaningful difference.

We are efficient, effective, and yet patient with our clients, willing to invest the necessary time and effort to build relationships and deliver more capacity building opportunities for our clients.

We maintain a high-level of contact with mayors and councillors, CEOs, networks of council officers and stakeholders from both industry and government. The majority of Consulting and Technical Advisory Services Division scopes of work are fee-earning. Adhering to time-sheeting and Client Relationship Management (CRM) processes are critical in providing the most efficient services to our clients.

To promote cross-skilling, interdisciplinary collaboration and exceptional service delivery, employees may be assigned to projects outside the scope of their core responsibilities. Where requested by your Manager, it is expected that you will actively engage in these projects, as part of your role.

In particular you may be selected to work on projects in the Innovation and Incubation division, which will bring together subject matter experts across our business and support personnel to work on the latest emerging technology and products.

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KEY RESPONSIBILITIES

- Develop and promote products, services and tools to enhance and streamline LGE offerings under the direction of the Director Asset and Project Services.
- Identify opportunities for product, service or tool development that enhance and streamline the LGE service offering.
- Complete delivery of assigned tasks and/or projects within approved budgets, while maintaining client satisfaction.
- Provide technical services to all clients, generally related to project management or asset management aspects of infrastructure delivery and management.
- Foster strong and mutually supportive relationships with stakeholders, clients and staff.
- Manage delegated tasks to meet scope, program, revenue and quality objectives.
- Provide reports to LGE Management as requested.
- Contribute to other projects and initiatives as required.

This position may involve travel throughout Queensland and possibly other states


KEY RESULTS AREAS

Focus	Tasks	Key Indicators
Operational Management	Generate advisory fee income and minimise expenditure	<ul style="list-style-type: none"> • Advisory fee income target met or exceeded. • Project revenue meets or exceeds target. • Average utilisation rate meets or exceeds target.
Delivery Management	<p>Assist in the preparation of robust project proposals</p> <p>Complete project admin task within agreed timeframes (time sheets, billing etc)</p> <p>Deliver projects within agreed scope, timeframes and budgets</p>	<ul style="list-style-type: none"> • Quality of project proposals and deliverables, and number of drafts requiring significant revision. • Timelines, accuracy and completeness of reports on project progress • Project Program compliance • Compliance with project budget • Level of compliance with Division expenses, time

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		recording and invoice processes
Client Management	Follow-up with clients and obtain feedback on client satisfaction with project deliverables and Division performance	<ul style="list-style-type: none"> Number of feedback surveys completed post-project Client satisfaction ratings for Division deliverables and performance
Business Development	<p>Develop and maintain strong client relationships</p> <p>Action business development strategies to target and secure new business</p> <p>Identify and develop partnership opportunities aimed at broadening delivery capability and revenue</p>	<ul style="list-style-type: none"> Number of BD visits to existing and potential clients Number and value of new opportunities Develop BD strategy for Area of Expertise Number of opportunities converted to engagements
Product Development	<p>Identify, develop and mature business category products and service offerings that reflect and expand the Division's value proposition</p> <p>Identify, monitor and report on competitors offering similar products within the business category</p>	<ul style="list-style-type: none"> Numbers of improvements to existing products and new products developed Understanding of Division's competitive environment
Staff and Contractor Management	<p>WH&S reporting</p> <p>Assess contractor performance against engagement</p>	<ul style="list-style-type: none"> Incident reporting Risk management Compliance with requirements of engagements and quality of services/products provided

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CORPORATE RESPONSIBILITIES

- Work within our Operating Model (training provided)
- Follow and be aware of the company's HR Policies and Procedures
- Transfer your knowledge of project information to other staff as required
- Adhere to all applicable finance policies and procedures and act within this framework
- Be responsible for personal development and participate in company training as required
- Be aware of LGE's WHS Manual and operate within it

SKILLS AND COMPETENCIES

- Enrolment in and satisfactory progress toward a bachelor's Degree or Post Graduate study in Project Management, Engineering, Business or a related discipline
- Demonstrated experience in a professional environment, preferably a consultancy in project, engineering, asset management or similar
- Demonstrated experience in local government asset management and administration
- Skill areas:
 - Highly self-motivated
 - Personal time management
 - Asset Management (including Asset Management principles and application)
 - Business Development
 - Principles of Asset Management
 - Data analysis and modelling
 - Report writing
 - Communications and Administration

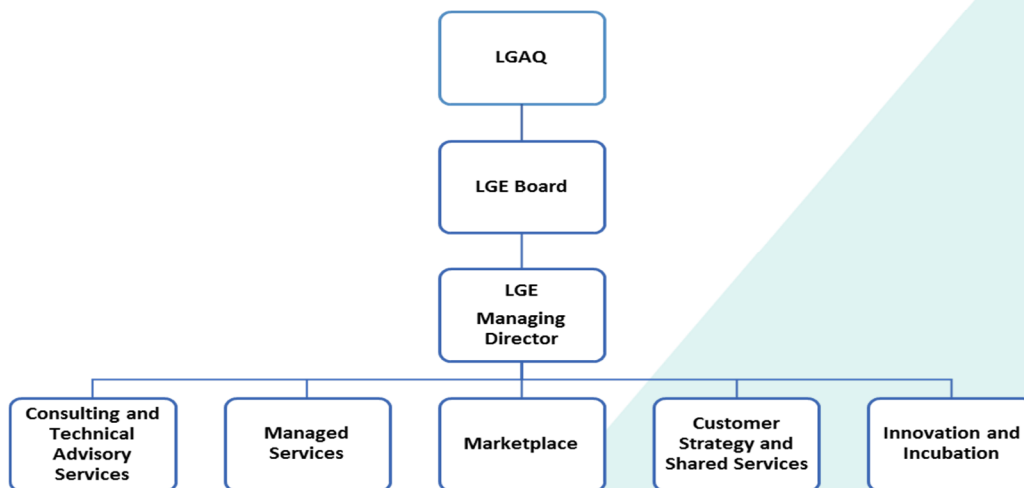
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OUR STRUCTURE

Local Government Enterprises Holding Company (LGE), trading as Peak Services, is a wholly owned commercial subsidiary of Local Government Association Queensland (LGAQ) run by an independent Board. This is our legal entity name which you will find on all our formal, contract and HR-related documents.

Our operating model is set out below.



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