



POSITION DESCRIPTION

Director of Operations

Position Title	Director of Operations
Position Number	XXXX
Directorate	Works
Reports To	Chief Executive Officer
Award Level	Contract

Position Objective

Reporting to the Chief Executive Officer, the mandate of this role is to deliver quality, efficient and valued operational services for Council and the community.

Leading a large directorate, you will drive reform and efficiencies in the operational services directorate and actively contribute to the strategic management of the organisation; providing collaborative leadership and foster cooperation and communication across all departments.

Importantly, you will provide high level strategic and operational advice and be required to regularly engage with executives, councillors, the community and Government in through delivery of these services in accordance with regulations and council policies.

The Director of Operations leads and directs the following functions:

- Planning and Environment Department
- Asset Management Department
- Operations Department
- Works Department

Key Responsibilities

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

- Actively contribute to the strategic performance of the organisation and provide leadership and foster cooperation and communication across all departments as a member of the executive;
- Provide advice to the CEO, Council and Senior Executives on strategic management issues, including developing community-centred operational practices and operational strategies to demonstrate improved value to the community
- Embed best practice customer service within Council, educating and motivating staff to foster a professional, friendly culture.
- Develop, implement and monitor strategic business and operational plans to meet Council's strategic objectives effectively and within expectations;
- Oversee the development and implementation of key strategic plans within the directorate including resourcing strategies, asset management, land use and town planning;
- Drive capacity within council's workforce through cultural change, performance management, training and professional development
- Oversee the preparation of operational budgets to ensure the council sets appropriate financial accounting targets with regards to service delivery.

- Create and maintain collaborative relationships with internal and external stakeholders and ensure that Council is represented well in external forums and bodies in the region
- Identify and monitor the major strategic issues for the organisation, communicating stakeholder input and engagement into the Council's activities agenda to inform service deliver and to proactively understand and mitigate risks
- Ensure that financial management obligations and services are delivered within expectations as determined by Council in operational plans.

Key Challenges

- Manage interdependencies and balance competing demands to ensure objectives are delivered
- Ensure services, processes and systems are efficient and effective and keeping up with growing customer expectations and needs
- Controlling potential for "firefighting" with services; ensuring work on the business is balanced with working in the business
- Identifying innovative approaches and tools which can be effectively embedded in council's service delivery

Key Internal Relationships

Who	Why
Executive Leadership Team	<ul style="list-style-type: none"> • Provide expert advice and contribute to decision making • Report on progress towards business objectives and discuss future directions
Councillors	<ul style="list-style-type: none"> • Provide expert advice, counsel and recommendations on service delivery to influence investment decisions and initiatives
Work Teams	<ul style="list-style-type: none"> • Provide influence, motivation and vision, support initiatives, clarify accountability and communicate customer service performance expectations • Minimise disruption to normal business operations
Direct Reports	<ul style="list-style-type: none"> • Lead, guide and support • Set performance expectations and manage performance and development • Develop and review active monitoring of service delivery, financial status and risks

Key External Relationships

Who	Why
Government agencies and other councils	<ul style="list-style-type: none"> • Establish professional networks and relationships with QLD Government agencies, and with similar roles across other Queensland Councils, share ideas and learnings, and collaborate on common responses to common issues
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Negotiate and approve contracts and service level agreements • Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements
Community	<ul style="list-style-type: none"> • Provide information and guidance about operational delivery

Key Selection Criteria

- A degree in engineering, business or a related discipline
- Demonstrated senior management experience, preferably including specialisation in one or more of the following areas: infrastructure/public asset management, water and sewerage, transport and fleet management.
- Success in leading teams in the development of sustainable solutions to strategic business problems and opportunities.
- Extensive senior leadership experience in a complex service environment, including proven ability to ensure the best use of resources (people, finance and assets) to get results.
- Demonstrated success in leading significant organisational and cultural change initiatives.
- Extensive experience in financial planning, management and reporting to a high level and across multiple disciplines.
- Warm and approachable interpersonal skills with the ability to communicate with a wide range of people, both orally and in writing, including strategic report writing experience.
- Conflict resolution and negotiation skills of a high order including extensive experience in stakeholder engagement including demonstrated public speaking, public relations and media skills.
- Extensive experience in developing, preparing and implementing strategic business plans in diverse and complex service environments to deliver successful outcomes.
- Experience in strategic planning, policy and procedure formulation and establishment of monitoring and reporting systems and budgets.

Desirable Selection Criteria

- A membership of a relevant professional Institute
- Post graduate qualifications in a relevant discipline
- Experience and understanding of the local government or a similar statutory authority working environment

Workplace Health and Safety Obligations for Employees and Officers

All Cloncurry Shire Council employees have an obligation to uphold workplace health and safety when working for the Council. Under Section 28 of the Work Health and Safety Act 2011("Act") an employee shall:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above. Additionally, any specific workplace health and safety issues that pertain to the type of work being performed including due diligence as outlined under section 27 of the Act.



Remuneration Schedule

Director of Operations

REMUNERATION SCHEDULE – SALARY AND CONDITIONS

Director of Operations

This schedule commences from _____ and remains in force unless varied in accordance with the provisions of the contract or by agreement in writing between the employee and Council.

The remuneration package will be inclusive of the following:

1. The maximum cash component of the salary package is \$160,000 per annum and inclusive of all allowances unless otherwise listed (including locality and annual leave loading). This will be based on relevant skills, experience, qualifications and will be negotiated with the successful candidate. The pro rata amount will be paid by electronic transfer into your nominated bank account on a fortnightly basis.
2. Provision of an unfurnished Council house (to be advised) shall be provided rent free with the exception of a \$600 bond paid to the RTA. The employee is responsible for electricity, telephone/internet connections and responsible for yard maintenance in accordance with Council's Housing Policy.
3. Provision of a fully maintained motor vehicle for official Council use (including class two (2) private use) in accordance with Council's prevailing policy. Private use may be subject to fringe benefits tax.
4. Provision of a mobile phone for work purposes with private calls to be reimbursed where the total exceeds the minimum monthly plan charge.
5. Council will reimburse relocation costs up to the value of \$8,000 upon receipt of a tax invoice and claim form. The Officer shall reimburse 100% of the relocation cost paid if the employment is terminated for reasons other than mutual agreement within one (1) year from commencement or 50% to be reimbursed between 12 and 24 months.
6. Five (5) weeks annual leave per annum.
7. Ordinary hours of work are 36.25 hours per week (7.25hrs per day) Monday to Friday, with 20 minutes paid morning tea break and 50 minutes unpaid lunch break. However, due to the nature of Council's business and your position, you agree it is reasonable for you to work any additional hours necessary to achieve the efficient and effective performance of your duties, including weekend work.
8. Council shall make compulsory superannuation contributions on the employee's behalf to the Local Government Superannuation Scheme in accordance with the requirements of the Local Government Act 2009. The current rate is 9.5% of ordinary earnings. The employee shall be liable to make minimum superannuation contributions of 6% of ordinary earnings and Council will further increase the employer contribution by 2.5% of ordinary earnings. Employee contributions are voluntary at commencement but become compulsory after 12 months or

continuing employment in a relevant Local Government body. Salary sacrifice options are available for employee and/or additional employee contributions and subject to conditions set down by the Australian Tax Office.

9. Uniforms and protective clothing are to be provided in accordance with relevant Council policies.
10. Council will meet the cost of the Officer's relevant annual professional membership subscription (i.e. LGMA, CPA, RPEQ).