



# Position Description

## Group Manager

<b>Position Title</b>	<b>Group Manager Utilities Operations</b>
<b>Division</b>	Community Utilities
<b>Reports to</b>	Director Community Utilities
<b>Direct Reports</b>	4
<b>Indirect Reports</b>	140-150

## The position

This position is a member of the Leadership Team of the Community Utilities Division and the Senior Leadership Team of Council. Significant relationships are with the Chief Executive Officer, Directors, Senior Leadership Team peers, staff and key community stakeholders.

Direct reports are:

- Operations Manager
- Process Manager
- Engineering Trades Services Manager
- Headworks & Construction Manager

## Position purpose

Strategic and operational management of the Utilities Operations Group (Water, Sewer and Waste) within the Community Utilities Division

## Strategic responsibilities

Action the strategic direction of the elected Council, by developing and delivering programs and projects which support the sustainable achievement of Council objectives

Manage, Develop and Oversee Group plans and budgets, incorporating broad organisational priorities, goals and objectives that deliver on the Community Strategic Plan

Manage, Develop and Oversee the activation and use of the Australian Business Excellence Framework within the Group

Apply understanding of political, social and legal influences in conjunction with organisational culture to all initiatives and actions

Provide best practice and timely advice to the Director and the Executive Group

Provide strategic leadership and direction for all aspects of the operations and maintenance of water, sewer and waste assets

To provide advice to support the Executive Group and Council in decision making.



## Organisational responsibilities

Model Council's organisational values and related behaviours, at all times setting a strong example for the broader organisation

Work as an active member of the Senior Leadership Team, to positively influence organisational transformation, innovation, continuous improvement and service excellence journey

Work across Council to encourage cross-divisional cooperation and collaboration to achieve best value for money and high quality outcomes for the community, including promoting enhanced awareness of Group functions

Deliver organisational responsibilities in line with organisational policies, procedures and values

Support Council to build an enhanced reputation of proactive communication and interaction with community members and stakeholders

To engage with the community in accordance with Council's policies

## Group responsibilities

Lead and manage the strategic policy direction, planning and implementation of the Group's functions through service planning, particularly as it relates to delivery of the Community Strategic Plan, Delivery Program and Operational Plan

Drive systemic changes to Council policy / practice in order to more effectively deliver on the Community Strategic Plan and Delivery Program priorities

Oversee and review Group individual performance through the Employee Engagement Process

Ensure that the strategic intent of adopted strategies is maintained and delivered

Drive organisational improvements, ensuring Council delivers effective, high quality, targeted and best value services that meet the changing and growing needs of the community

Provide consistent and decisive leadership to the Group

Develop, mentor, coach and empower staff to build a high -performance high-trust culture

Lead the effective, efficient and sustainable management of the human, physical, financial and information resources of the Group

Ensure the Group is responsive, open and engaging to the needs, concerns and aspirations of the community

Take responsibility for the efficient and effective provision of maintenance, operation and minor in-house construction services for all water, waste and wastewater facilities

Lead and manage the day to day operations of the Port Macquarie-Hastings Council Utilities Operations & Maintenance Section staff, finances and assets in accordance with the organisation's mission, section's functional responsibilities, accountabilities, structure and resources as approved by the Council and articulated in Annual Operational Plans, to ensure optimal bottom line returns to the Council and the community in line with Council's Sustainability Policy

Ensure processes and protocols are in place for the Port Macquarie-Hastings Utilities Operations & Maintenance Section's compliance with all relevant legislation and Council policies and ensure that risks are managed

Comply with legislative requirements

Provide timely support and expert/technical advice to the organisation

Adhere to Council plans, policies, procedures and Code of Conduct

Understand, adhere and promote all Workplace Health and Safety policies and procedures

Understand, adhere and promote Council's Equal Employment Opportunities policies and procedures

Identify and initiate improvements of business systems to maximise service delivery and customer service



Identify and initiate improvement of processes to maximise service delivery and customer service

Identify and minimise exposure to risk

Keep abreast of and apply industry wide trends, better practice and innovation

Use Council's authorised recordkeeping system(s) to create, receive and capture corporate records relevant to the responsibilities of the position in accordance with Council's Records Management Policy

## Other position-specific responsibilities

- Oversee the delivery of services of the Utilities Operations Group in line with the approved annual budget allocation;
- Manage the day to day technical operations of the section within the allocated staff and budgetary constraints;
- Provide operational maintenance and repair services for all water, sewer and waste infrastructure across the Port Macquarie-Hastings Council LGA;
- Contribute to the development, update and maintenance of the Water, Sewer and Waste Asset Management Plans in accordance with Council's adopted processes;
- Deliver capital projects in accordance with the adopted Project Management Framework/processes;
- Ensure compliance with all relevant legislation in delivery of sectional responsibility;
- Have involvement in Council's Emergency Response requirements as a Local Government Authority in response to local natural disasters;
- Support the development of financial and resource planning for the Group that ensures the effective delivery of services;
- Undertake annual functional business, operational and contingency planning reviews;
- Prepare complex reports to the Executive Group and Council as required;
- Make formal presentations as required at community meetings and public forums;
- Represent Council on matters within the Group at Community Consultations and Public Forums and incorporate views so obtained in the decision-making process;
- Understand and respond to the needs of our customers in accordance with the relevant policies;
- Deliver functional responsibilities and associated projects, performance targets and service levels as required in the relevant business plan;
- Actively document all policies, procedures, projects and activities (as required);
- Actively share information and knowledge on issues, training and better practice to relevant staff;
- Actively work towards excellence in leadership in accordance with Council's Leadership Capability Framework;
- Manage people and their performance to realise their individual and team potential;
- Be involved in or provide feedback on corporate initiatives;
- Positively and proactively work with others across the organisation to deliver the outcomes;
- Build and strengthen strategic partnerships with key stakeholders;
- Recognise and reward results in line with Council Policy;
- Model Council's values;
- Initiate relevant training in accordance with organisational, service and staff requirements;
- Undertake relevant training to improve performance of the yourself, the Group and the organisation and meet mandatory requirements;
- Any other related duties as directed

## Scale & Scope

- Directs and coordinates a Group within Council to enable Council to function at an optimal level;
- Models leadership behaviours that align with Council's Leadership Capability Framework and contributes to a culture where staff and stakeholders have confidence in the way the organisation is lead and services are delivered;
- Takes direction from the Director and reports to the Director and Council on areas of functional responsibility making professional recommendations for the Director's, Executive Group's and Council's consideration;
- Decisions affect the work and activities across a Group and may affect the whole Division;
- Is accountable/liable for the direction given to others with any consequences (including legal) being borne by the individual, and/or is responsible for the overall development and maintenance of safety and other standards;



- Sets financial targets for the Section and contributes to financial objectives for the whole of Council, which contribute to the framework for strategic decision making, financial sustainability and objective setting;
- Develops a budget for a major functional area including personnel requirements and controls expenditure within the approved budget;
- Provides management reports and reviews expenditure and income across the Group, looking for opportunities to control costs and improves business profitability in line with Council's Long Term Financial Plan;
- Problems are solved using research, analysis and evaluation of information not readily available. Judgement is important as there is often no wrong or right solution;
- Guidance is only available in the form of broad policy direction or legislative requirements. The job holder would normally resolve issues without reference to the Director;
- The job holder must make judgements or recommendations based on analytical or creative thought;
- Significant planning is required to coordinate with various organisational units or multiple resources, including other Sections;
- Develops appropriate business strategies for the Group and its functions;
- Impacts on the external image and perception of Council with regards to customer service, brand and image;
- The job holder is authorised to make official public comment in accordance with Council's with Council's Media Relations Policy;
- Responsible for the preparation and delivery of business paper reports and their articulation at relevant committee and Council meetings;
- Attend Council and Committee meetings and relevant Community meetings when required;



## Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

As a Group Manager, you are expected to demonstrate the behaviours required of non-supervisory employees and supervisors / team leaders / coordinators, in addition to those outlined below.

### Values-based behaviours for Executive Group, Group Management & Line Management

Values	Expected Behaviour
<b>Communication</b>	<ul style="list-style-type: none"><li>• I provide and accept regular, valid and objective feedback in relation to individual performance</li><li>• I share strategic direction and information with my team in a timely manner</li><li>• I actively listen to my staff and stakeholders, and act as required</li><li>• I define and clearly communicate roles and responsibilities to achieve team outcomes</li></ul>
<b>Accountability</b>	<ul style="list-style-type: none"><li>• I drive a culture of achievement and acknowledge input of others</li><li>• I take ownership for the delivery of my areas of responsibility</li><li>• I am responsible and timely in my decision-making</li><li>• I accept my WHS responsibilities, promote WHS across all areas in Council, and ensure my team are actioning their WHS responsibilities</li></ul>
<b>Professionalism</b>	<ul style="list-style-type: none"><li>• I promote Council's strategic direction and show the way to achieve it</li><li>• I uphold and support management's position on issues</li><li>• I use feedback to enhance my own performance</li><li>• I raise critical issues and make tough decisions</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• I model Council's organisational values and related behaviours at all times</li><li>• I am open and honest in all my business activities and consider all views</li><li>• I ensure that my people behave in a consistent manner</li><li>• I create an environment where staff can speak up and speak out</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• I mentor and coach my team</li><li>• I work collaboratively across the organisation, and encourage my team to do the same</li><li>• I foster an environment where team members feel comfortable to participate, and where ideas are valued</li><li>• I build a culture of respect and understanding across the organisation</li></ul>



## Expected Capabilities

The Port Macquarie-Hastings Council (PMHC) Capability Framework (based on the LGNSW Capability Framework), sets out the expected knowledge, skills abilities and other attributes to work within Local Government. The table below provides the required capabilities and level to perform this position at Council. The PMHC Capability Framework document is to be referred to for the detail of each capability level to clarify performance expectations.

PMHC Capability Framework		
Capability Group	Capability Name	Level
Personal Attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
Relationships	Community and Customer Focus	Advanced
	Engagement	Adept
	Influence and Negotiate	Adept
Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Create and Innovate	Adept
	Deliver Results	Advanced
Resources	Finance	Advanced
	Assets and Tools	Advanced
	Technology Information	Adept
	Procurement and Contracts	Advanced
Workforce Leadership	Manage and Develop People	Advanced
	Inspire Direction	Adept
	Optimise Workforce Contribution	Advanced
	Lead and Manage Change	Advanced

**Document Endorsement**

Date

13/07/2022

Director

Community Utilities

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

Employee Name

Employee Signature

Date