



Manager Open Space Operations

POSITION PROFILE

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| Division | Shire Infrastructure and Operations Division | Status | Full time, permanent |
| Unit | Open Space Operations Unit | Salary Grade | PACK |
| Reports to | Director Shire Infrastructure and Operation | Reviewed | January 2023 |

POSITION PURPOSE

To lead the Open Space Operations Unit in the efficient and effective delivery of maintenance and operations of public open space, including parks and reserves, playgrounds, sports facilities, and marine structures.

POSITION OUTCOMES AND ACCOUNTABILITIES

- Collaborates and contributes to the Senior Manager Leadership team within the Infrastructure & Operations Directorate and across Council
- Manage the open space maintenance business unit to deliver exceptional services and projects including advanced financial management and budget control, setting of KPIs and monitoring processes, provide reports and escalate issues and risks appropriately, procurement of external services, develops business plans, service plans and other business planning requirements
- Promote and develop staff and teams through recruitment, mentoring, coaching and performance and development plans, return to work rehabilitation and volunteer programs
- Excellent customer service with demonstrated superior communication and negotiation skills, and the ability to establish and maintain effective working relationships with staff, customers, and stakeholders.
- Detailed knowledge of relevant legislation including promoting safe work practices, procurement and WHS
- Identifies change initiatives, leads continuous improvement programs and service reviews whilst fostering a business unit culture of continuous improvement
- Collaborates, reviews, and advises on strategic asset management, integrated planning and reporting and relevant masterplans/designs/operational management plans.

SELECTION CRITERIA / SUCCESS PROFILE

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| Qualifications, Certificates or Licences | Essential | <ul style="list-style-type: none">• Degree or Tertiary qualification in an infrastructure and operations related discipline eg. Open space management, general management, engineering or other related field.• Class C Driver's Licence. |
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| Experience or skills | Essential | <ul style="list-style-type: none"> • Excellent written and oral presentation skills, able to convey complex technical, financial, and legislative information in a clear and concise manner. • Experience managing the day-to-day operations of a fast moving, dynamic service orientated business. • The ability to read and interpret legislation and contracts, analytically assess the impacts of these on cost-of-service delivery and form future budget submissions. • Ability to prepare and review operating budgets to maintain these within prescribed parameters. • Firsthand experience in people management (safety, leadership and change). |
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CORE CAPABILITIES

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| Attributes | <ul style="list-style-type: none"> • A demonstrated strong customer service orientation, coupled with the ability to problem solve and think laterally. • An energetic approach, enjoying a fast-paced environment managing a wide range of issues concurrently and working to tight deadlines. • Be highly ethical and transparent in all dealings on Council's behalf. <p>Leadership: Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism.</p> <p>Goals oriented: Work to achieve self-set and organisational goals, taking on challenging tasks, when necessary, display initiative.</p> <p>Strategic thinking: Critically examine problems, considering alternative viewpoints, identify constructive solutions and look for opportunities for innovation.</p> <p>Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</p> <p>Relationship management: Able to build strong relationships by winning respect at all levels through sound advice, reliability, and personal integrity, constructively deal with difficult issues.</p> <p>Team focussed: Mentor emerging leaders, share skills, experience, and knowledge via formal and informal collaboration with colleagues and staff.</p> <p>Decision making: Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them.</p> |
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OUR VALUES

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| Behaviours | <ul style="list-style-type: none"> ▪ Collaborate - We are a united team. We work together to deliver great outcomes for our community |
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| | <ul style="list-style-type: none"> ▪ Achieve - We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions. |
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CORPORATE OBLIGATIONS

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| Employees | Approx. 7 direct and 80 indirect |
| Delegations | Authority to operate within the Delegations attached to the position |
| Risk Management | <p>Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.</p> <p>You are obligated to fulfil the requirements of enterprise risk management as a key accountability of your position.</p> |
| Financial Management | Undertake relevant checks and applying rules, regulation, process and procedures in dealing with financial matters. |
| Workplace Health and Safety | Comply and co-operate with WHS policies, procedures, instructions and safe systems of work. |
| Code of Conduct | All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it |
| Workplace Behaviour & EEO | All activities must comply with Council's Workplace Behaviour Guidelines. |
| Enterprise Content Management | Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction |
| Continuous Improvement | Identify obsolete and inefficient practices and recommend changes where appropriate |
| Customer Focus | Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery |
| Procurement | Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement |

SPECIFIC CONDITIONS OF EMPLOYMENT

- Senior Managers Total Remuneration Package

ORGANISATIONAL RELATIONSHIPS

Organisational relationships include CEO, Director Infrastructure & Operations, Executive Team, Managers and employees, Mayor and Councillors, Community members and groups.

AUTHORITIES

- As per approved Council delegations