



Position Description – Coordinator Utility Operations

Division	City Operations
Portfolio	City Utilities
Business Unit/s	Utility Operations
Level	7
Reports To	Manager City Utilities
Prescribed Position	No

Position Objective

The Coordinator Utility Operations is responsible for leading the strategic coordination, integration, governance and continuous improvement of utility-related services delivered by Council's City Utility team. This includes a wide variety of internal and external services such as but not limited to electricity, gas, water, recycled water, public lighting, HVAC systems, building management, cleaning, verge mowing, weed management, inspections, graffiti removal, vehicle GPS, security, and CCTV.

The role drives a data-informed, customer-centric approach to utility operations, ensuring these services are planned, delivered, and monitored effectively to achieve operational excellence.

The Coordinator will also lead corporate utility efficiency initiatives, demonstrating a deep understanding of how systemic and process-level changes impact both the Division and the broader organisation. This role is a key advocate for innovation and continuous improvement, championing both Customer Experience and People Experience. It plays an instrumental role in embedding emerging technologies, including artificial intelligence (AI), to enhance service delivery and future-readiness.

Key Responsibilities

- Participates in driving a 'safety first' culture and providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Lead and mentor the Utility team fostering a culture of collaboration, innovation and excellence.

- Lead the design and delivery of utility functions to ensure the City assets are operated to align with organisational goals and community needs.
- Coordinate cross-departmental input to ensure alignment and optimisation of operations are balanced with other priorities such as reactive works, renewal plans and capital projects.
- Identify risks and opportunities within the team to support continuous improvement in operations and financial sustainability.
- Develop and maintain advanced analytics frameworks, dashboards, and tools to monitor performance, track delivery, and support decision-making.
- Provide expert advice on data trends to guide operations and resource allocation.
- Lead the planning and delivery of new corporate initiatives, campaigns, technologies and processes within the City Operations division, ensuring alignment to time, cost and quality requirements.
- Ensuring compliance with Council Policies, legislation and performance standards when delivering projects.
- Engage with residents, Elected Members, and internal customers to ensure services meet needs and expectations.
- Positively contribute to our culture by living our values which guide decision making and delivery of outcomes for our community.
- Follow defined information management practices, policies and procedures for all records created and received.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy

Selection Criteria

Essential Skills and Experience

- Proven experience in leading teams, with a focus on people experience, service delivery, budget management, innovation and operational excellence.
- Strong interpersonal and communication skills for effective stakeholder engagement including instilling shared organisational vision and purpose, ensuring alignment with strategic goals.
- Experience with maintenance management and asset management systems, processes and data standards/management.
- Experience in the development of business cases to justify investment in innovative ideas and project management of the implementation of the ideas.

- Experience in managing procurement, contracts and service agreements in engineering, trades and municipal settings.
- Strong analytical and agile problem-solving skills for effective decision-making to identify new ways of working or overcome barriers.
- Ability to build internal and external relationships to support organisational objectives and providing high-quality advice.
- Ability to provide effective feedback and facilitate discussion on changes to business management systems (eg TechOne, Sales Force, etc).

Knowledge

- Knowledge of budget management and levers that influence financial performance.
- Knowledge of maintenance scheduling management principles, including maintenance systems and data management.
- Strong understanding of continuous improvement principles and methodologies (eg Lean) to analyse systems and processes to reduce waste and cost.
- Familiarity with the technical areas relating to the delivery of civil infrastructure, open space, property, and horticultural projects.
- Familiarity with the relevant Enterprise Agreements and Industrial Awards and the application of these industrial instruments in the workplace.

Qualifications and Requirements

• A tertiary qualification in business management or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
• Car Licence	Essential
• Process Improvement qualifications and/or commensurate demonstrated experience in lieu of formal qualifications.	Desirable