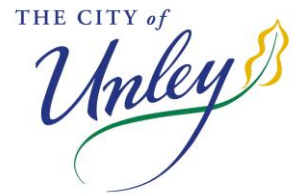


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: MANAGER CITY OPERATIONS

Business Unit: CITY OPERATIONS

Reports to: GENERAL MANAGER CITY INFRASTRUCTURE

Classification: NEGOTIATED CONTRACT

2. POSITION OBJECTIVES:

- Provide strategic and progressive leadership of the City Operation portfolio, ensuring the effective, efficient and sustainable delivery of the City's operational services and maintenance programs in alignment with Council's strategic directions, service standards and community expectations.
- Lead a high-performing, customer-focused and accountable operational workforce, fostering a culture of safety, excellence and continuous improvement to sustainably deliver for the Unley community.
- Plan, coordinate and oversee the delivery of proactive and responsive maintenance and operational programs that enhance the City's civil infrastructure, urban forest, open space and recreational assets.
- Ensure the effectiveness of the City's operational services related to arboriculture, horticulture, rapid response, road and footpath cleansing, waste management and other services within the portfolio.
- Provide effective workforce and industrial leadership for the City Operations portfolio including development, negotiation, implementation and ongoing management of Work, Health and Safety requirements, Enterprise Bargaining Agreements and associated workforce strategies.
- Proactively identify and manage operational, financial, workforce, safety and service delivery risks ensuring robust governance, compliance and business continuity arrangements across the City Operations portfolio.



Better Together



Be Progressive



Strive for Excellence

3. KEY RESPONSIBILITIES:

Leadership and People Management

- Provide accountable leadership across the City Operations portfolio, fostering a culture of safety, service excellence, collaboration, continuous improvement, innovation and efficient use of resources.
- Lead, develop and support a high-performing workforce, ensuring employees have the capability, resources, systems and support required to deliver safe, reliable and customer-focused services.

- Establish clear performance expectations and ensure effective performance development, management and review processes are implemented for direct and indirect reports.
- Lead workforce planning, recruitment, retention, succession planning and capability development for the City Operations portfolio in accordance with organisational policies and workforce priorities.
- Promote a positive and inclusive workplace culture and ensure effective communication, consultation and engagement with employees across the City Operations workforce.
- Actively contribute as a member of the Senior Leadership Group and participate in cross-functional initiatives that support organisational priorities and integrated outcomes.

Strategic Direction

- Translate Council's strategic direction, policies and service objectives into effective operational plans, programs and service delivery outcomes within the City Operations portfolio.
- Provide high-quality strategic and specialist advice to the General Manager City Infrastructure, Executive Leadership Team and other relevant stakeholders on operational matters, emerging issues, risks, opportunities and service improvement.
- Contribute to corporate planning, policy development and organisational decision-making, ensuring operational considerations, resource implications, risks and community outcomes are appropriately considered.
- Maintain contemporary knowledge of local government practices, emerging technologies, industry trends, regulatory requirements and service delivery models, identifying opportunities to improve the City's operational performance.
- Build effective relationships across the organisation and with external stakeholders to facilitate integrated service delivery and achieve organisational and community outcomes.

Operational Management

- Liaise with Elected Members, Executive Leadership Team, relevant staff, external stakeholders, residents and community groups, as required.
- Develop, implement and administer relevant policies, procedures and practices to achieve Council's goals and objectives for area of responsibility.
- Act as the organisation's point of contact for the Eastern Waste Management Authority, regarding the City's implementation, review and management of its Waste Management Service Level Agreement.
- Work in close collaboration with the Climate & Sustainability Team regarding the delivery of the City's strategic waste management initiatives.
- Oversee and coordinate the sale, acquisition and maintenance of plant, fleet, equipment and materials for City Operations portfolio.
- Oversee and ensure the delivery of the City's Graffiti Volunteer Program.

- Perform any other functions and/or duties as directed by the General Manager City Infrastructure.

Financial, Risk and Governance Management

- Lead the development, management and monitoring of the City Operations budget, ensuring sound financial management, accurate forecasting, effective resource allocation and value for money.
- Identify, assess and manage operational, financial, workforce, safety, environmental and service delivery risks within the portfolio, ensuring appropriate controls and mitigation strategies are implemented.
- Ensure City Operations complies with relevant legislation, regulations, Council policies, procedures, standards and delegations.
- Ensure effective business continuity, emergency preparedness and operational response arrangements are maintained for services within the City Operations portfolio.
- Ensure appropriate information, records and data relating to City Operations are accurately maintained and managed in accordance with the organisation's information management, privacy and records management requirements.

Procurement and Contract Management

- Lead the effective procurement and contract management of services, works, projects, consultants, contractors and other external providers within the City Operations portfolio.
- Develop and review procurement strategies, tender documentation, specifications, evaluation processes and contract arrangements to achieve quality outcomes, value for money and appropriate risk allocation.
- Ensure contractors, consultants and service providers are appropriately selected, inducted, monitored and managed to meet contractual, safety, environmental, quality, financial and service requirements.
- Ensure procurement and contract management activities comply with Council's procurement framework, delegations and relevant legislative requirements.

Industrial and Workforce Relations

- Provide effective workforce and industrial leadership across City Operations, including contributing to the development, negotiation, implementation and ongoing management of relevant Enterprise Bargaining Agreements.
- Work collaboratively with the People and Culture Team and relevant stakeholders to manage industrial matters, workforce change, consultation, employee relations and implementation of workforce initiatives.

Managers must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively participate in leading and implementing programs and initiatives to ensure an effective safety culture where everyone goes home safe and well each and every day.
- Lead the implementation of the City of Unley's WHS Management System within their team/section and support the WHS committees.
- Actively participate and encourage preventative WHS strategies, team meeting discussions and training.
- Lead the early intervention strategies and support injured workers in the return to work (RTW) processes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES





Better Together

Looks like ...

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



Be Progressive

Looks like ...

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



Strive for Excellence

Looks like ...

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Degree qualification in business management, civil engineering, construction management, natural resource management, or other similar tertiary qualifications.
- Minimum five years' experience in a senior leadership position.
- A current Class "C" South Australian driver's license.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable

- Post graduate qualifications in management or business administration.
- Local Government experience.
- Experience in the management of an Australian Workers Union (AWU) Enterprise Bargaining Agreement process.

b) Knowledge

Essential

- Excellent working knowledge of senior leadership responsibilities and obligations relating to operational services.
- Comprehensive knowledge of project and asset management principles.
- Excellent knowledge of interpreting legislation, acts and guidelines.
- High level of financial management and budgeting.

Desirable

- Knowledge in operational services related to fleet management, waste management and volunteer services.

c) Skills

Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- High level of management skills necessary to direct, monitor and manage significant resources.
- Liaison and communications skills of a high order including the capacity to negotiate and communicate on behalf of the organisation.
- Demonstrated experience in resolving industrial relations matters.
- Heightened emotional intelligence and sound judgement.

- Excellent time management and prioritising skills to achieve outcomes and meet deadlines.
- Exceptional interpersonal and relationship management skills with an ability to use discretion.
- Ability to create an environment focused on staff engagement and accountability.
- Written skills of a high order.

Desirable

- Understanding of the instrument of delegations in Local Government.

d) Personal Attributes

Essential

- Ability to think and act strategically.
- A strong customer experience ethic.
- Ability to contribute successfully to cross functional teams.
- A strength of think innovatively and operating autonomously.
- Ability to inspire trust and display a high level of integrity.
- Ability to bring people together and build strong connections.
- Ability to successfully resolve conflict through analytical thinking.

e) Responsibilities

- Managing significant resources (financial, human and physical) to ensure activities are delivered to plan, within timeframes, quality and budget.

f) People Management

- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- A commitment to ongoing professional development and continuous learning.

By signing this position description, the employee and the employee’s manager agree that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: