



GROUP MANAGER CITY OPERATIONS

JOB & PERSON SPECIFICATION

NOVEMBER 2018



Position Profile

Group Manager City Operations

Council Vision

A safe, healthy, inclusive and prosperous community, living and working in harmony with the environment.

Purpose

Building a great community.

Culture Brand

A place people choose to work.

Values

**Respect
Accountability**

**Innovation
Teamwork**

**Customer Driven
Well-Being**

TITLE:	Group Manager City Operations
CLASSIFICATION:	Band 2 - Senior Officers Stream, SAMSOA
POSITION OBJECTIVE:	
<p>The Group Manager City Operations plays a key role in leading and driving the delivery of front-line services across open space, transport, streetscapes, recreation facilities, tree management, drainage and waste services to the Mitcham community.</p> <p>With an unrelenting focus on customer service, continuous improvement, safety and value for money, the Group Manager City Operations will drive change and build a positive and productive culture and work environment.</p> <p>Specific functional responsibilities include:</p> <ul style="list-style-type: none"> • Open space, parks & gardens maintenance • Precinct based maintenance of civil assets and streetscapes (including street sweeping) • Tree management • Waste Management • Fleet (including workshop) • Purchasing & Store. <p>Working with their team, the Group Manager will review their services, ensuring synergies within the department and across the organisation. They will ensure that the Council's ambitious customer service, safety, efficiency, digital and reform agendas are delivered, statutory responsibilities are satisfied, and that future strategies and plans are robust and well informed.</p> <p>A member of the Leadership Group, the Group Manager will be a regular contributor to, and sometimes leader of, cross-organisational initiatives, often outside of their normal portfolio. The position plays a primary role within Council's Emergency Response Framework.</p>	

1. REPORTING RELATIONSHIPS

- Reports to:
 - General Manager Engineering & Horticulture.
- Supervises:
 - Manager City Maintenance
 - Team Leader Operations Support
 - Team Leader City Works
 - Team Leader City Services

The position works closely with the General Manager Engineering & Horticulture, Manager Engineering, Manager Natural Environments, Council's Executive Leadership Team, other managers and staff across the Council.

As leader of a front-line service delivery department, the Group Manager City Operations also has significant interaction with local residents, community organisations, local businesses, general public, local members of Parliament, Council's Elected Members, suppliers, contractors, other Councils and government agencies. The role also has significant interaction with employee unions and with industry and professional associations.

2. POSITION DETAILS

2.1 Leadership Responsibilities

- Provide clarity of vision and direction for the Department's Operations, ensuring alignment with whole of organisation goals, objectives and Council plans
- Ensure that departmental business plans are produced annually and that staff are engaged in their development
- Ensure staff have clear personal and team objectives and accountabilities and that regular constructive feedback is provided
- Create an environment where customer service, innovation and accountability are emphasised and rewarded
- Embed a culture of continuous improvement, ensuring that your services maintain pace with contemporary practice and are designed with customer and community needs in mind
- Undertake timely and appropriate planning, policy work and business improvements across the areas of responsibility to ensure that services and activities meet community needs and represent value for money
- Foster a work environment that is motivating and where staff are supported and developed to achieve their potential
- Promote the values and priorities of the organisation to staff and act as a role model
- Manage the performance and adherence to standards by contractors and suppliers
- Ensure a high level of awareness amongst staff in regard to Council policies, procedures and projects

2.2 Organisational Responsibilities

- Deliver Departmental and organisational responsibilities consistent with approved levels of delegation and authority
- Ensure the provision of timely, accurate, informed and contextually appropriate reports and advice to Council, CEO, Executive Leadership Group and General Manager
- Actively work to build a positive reputation and profile of Council with the public, stakeholders and within the local government sector
- Be proactive in the identification, management and mitigation of strategic and operational risks to Council and ensure that there is no tolerance of practices or behaviour that may bring Council's reputation into disrepute in line with the Code of Conduct for Council Employees.
- Develop and maintain a rigorous and accurate budget and ensure that day-to-day financial management practices represent value for money, comply with council policy and procedures and strengthen Council's overall financial sustainability
- Ensure all Department operations are consistent with organisational policies, procedures and practices including but not limited to those relating to:
 - Corporate reporting and performance measurement
 - Records and information management
 - Risk management
 - Workplace Health and Safety
 - Human resource management
 - Financial management
 - Asset management
- Actively contribute to Council's emergency response, relief and recovery activities as required
- Represent the Council, CEO and/or General Manager at various events, forums or meetings as required
- Maintain a good working knowledge of relevant legislation and regulations and apply legislative requirements to the practice of the Department and Council
- Work cross-organisationally on various projects and initiatives to ensure the efficient and effective operation of the organisation

3. PERSONAL CRITERIA

Qualifications

- Degree or Diploma in Engineering or related discipline with relevant experience (post graduate qualification is desirable) or less formal qualifications with extensive and diverse relevant experience
- A relevant qualification in business management or business administration - **desirable**
- Evidence of a commitment to continuing professional development is essential
- Hold an unencumbered Australian drivers licence - **essential**

Experience & Knowledge

- Proven experience in the management of multi-function service units at a senior level with supervisory responsibilities in local government or another multi-functional organisational environment – including:
 - Service and maintenance planning in local government or similar industry
 - Maintenance and management of civil and horticultural assets relevant to local government
 - Delivery of services such waste collection, street sweeping or tree management
 - Developing and managing budgets and financial control of projects;
 - Relevant legislation, associated regulations and codes applicable to the industry and role;
 - Dealing with issues impacting upon the local government industry, employees, elected members and volunteers and the political processes in the local government industry;
- Proven experience in effective staff and resource management, including industrial relations
- Proficient in the use of technology (including Microsoft Office).
- Experience in leading business improvement and digital transformation initiatives
- Experience in successfully leading teams through challenging circumstances
- Experience in building productive partnerships and relationships with stakeholders

Personal Capabilities

Essential:

- Demonstrated ability to lead and manage a complex portfolio and teams with diverse skills and responsibilities across a number of disciplines, in a manner that support Council's customer service and efficiency outcomes
- Highly self-motivated with the ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds
- Advanced interpersonal skills, verbal and written communication skills with the ability to negotiate, influence and motivate individuals

Highly desirable:

- Ability to prioritise workload and meet set timelines.
- Ability to be creative, innovative and flexible and readily accommodate change.
- Analytical, problem solving, and decision making skills with an ability to explore new and innovative ways to do business using creative solutions.
- Demonstrated commitment to continual professional and personal development.
- Ability to work independently and as part of a team.
- Ability to share expertise and information freely.

Leadership Competencies

In accordance with the City of Mitcham's Leadership Brand and key behavioural indicators:

- Give timely feedback and recognition.
- Lead change.
- Provide people with a sense of purpose and clear direction.
- Empower and support others to be the best they can be.
- Build trust within teams, across the organisation and with customers.
- Be solutions-focussed.
- Think as one organisation.
- Do what we say we will do.
- Be proactive in communicating.
- Be WHS and risk focussed.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that they are not in such state (due to alcohol or drugs) as to endanger their own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of employees.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures and management systems.
- Support and use appropriate consultative structures.

5. SPECIAL CONDITIONS

- Some intrastate and interstate travel may be required.
- After hours work will be required.
- Potential involvement in after-hours call out rosters
- A National Police Clearance is required to be undertaken by all new employees and employees appointed to prescribed positions, and will be renewed every three (3) years thereafter.

6. ACKNOWLEDGEMENT

Employee Name:	_____	Direct Manager:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____



Building a great community

A place people choose to work

To deliver upon our promise to our customers and ourselves, we are committed to creating a culture in which we:

ARE VALUED AND SUPPORTED AS INDIVIDUALS

- We are given the opportunity to do new things and expand knowledge.
- We are given credit for ideas.
- We are flexible and recognise the needs of individuals.
- We are empowered to manage our own workloads and associated decisions.
- We communicate positive feedback.

TAKE OWNERSHIP AND DELIVER UPON OUR PROMISES

- We take responsibility for our actions.
- We hold ourselves accountable.
- We deliver our services to the highest possible standard.
- We do what we say we will do.

THINK INNOVATIVELY AND FOCUS ON CREATIVE SOLUTIONS

- We are open to new ideas.
- We are encouraged/supported to express our ideas.
- We are solutions-focussed.
- We continually look for ways to improve systems and services.

ARE RESPECTFUL OF OTHERS

- We respect the uniqueness of individuals.
- We are transparent in our communication.
- We are non-judgemental in our dealings with others.
- We are courteous and acknowledge each other.
- We act in the best interests of our customers.
- We respect the opinions and ideas of others.

ARE RECOGNISED FOR OUR POSITIVE CONTRIBUTIONS

- We understand that individuals like to be recognised differently.
- We are committed to recognising positive contributions of all staff.
- We are committed to an organisational program to support this.
- We celebrate achievements.

WORK COLLABORATIVELY TO DELIVER THE BEST OUTCOMES

- We work together/in partnership to achieve our goals.
- We seek the input of others in matters that impact them.
- We share our expertise and knowledge freely.
- We are transparent in our communication
- We actively listen to others.

ARE PROACTIVE IN DELIVERING A HEALTHY AND SAFE WORK ENVIRONMENT

- We balance life and work.
- We recognise that mental health is as important as physical health.
- We all contribute to a safe workplace.
- We commit to all relevant training.
- We continually look for ways to improve systems.

ENJOY WORKING TOGETHER

- We contribute to a friendly and energetic working environment.
- We support and encourage one another.
- We create opportunities for celebration and camaraderie.
- We are empowered to make a difference to our customers.

City of Mitcham Culture Brand and our staff's Personal Contribution Criteria
Above is our Culture Brand and associated elements and behaviours. These are assessed on an ongoing informal basis, and formally through the MyPlan process.



HOW TO APPLY

Applications in Word format only should be forwarded to Bernie Dyer by email to 23838@hender.com.au

Telephone enquiries are welcome and may be directed to Bernie, Christian Gaszner or Lucy Dinnison-Mitchell on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.