

POSITION DESCRIPTION	
Title:	Shell Cove Operations Manager
Directorate:	Council Sustainability - Shell Cove
Reports to:	Shell Cove Executive Manager
Grade:	20
Position Allowances:	Nil
Hours:	35 hours per week
Number of Direct Reports:	1
Number of Indirect Reports:	0
Vehicle:	Yes – Category A or B
Position Code:	61005
Pre-placement medical:	Not Required
National Police History Check:	Not Required
WWCC Check:	Not required
Date Developed:	June 2021
Position Purpose	
<p>The Shell Cove Operations Manager is responsible for the presentation and recreation outcomes associated with the Shell Cove Waterfront Precinct and Shellharbour Marina and the sustainable operations of Council owned assets and infrastructure that meet strategic and environmental requirements.</p> <p>The position is responsible for setting and reviewing processes, procedures and contract outcomes that deliver activation and presentation outcomes for the Shell Cove Waterfront Precinct including Shellharbour Marina.</p> <p>The position will also monitor and manage the environmental performance of the Waterfront Precinct.</p> <p>The Shell Cove Operations Manager will perform as a brand ambassador for the Shell Cove Waterfront Precinct, communicating internally and externally to customers on precinct service levels and presentation.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Tertiary qualification at a degree level in a relevant field such as environmental science, business management or engineering. 	

- Extensive experience in procurement, negotiating agreements, and administering contracts.
- Demonstrated working knowledge and understanding of asset management principles.
- Proven ability to deliver strategic outcomes.
- High level/Proven demonstrated financial management skills to prepare, analyse and manage budgets.
- Excellent verbal and interpersonal skills including negotiation, conflict resolution, decision making and the ability to communicate effectively with employees and customers.
- Demonstrated experience in delivering statutory environmental compliance/management programs.
- Sound understanding and commitment to WHS and statutory requirements, quality standards and management systems.
- Demonstrated experience in development and review of quality management systems or other business improvement systems.
- General Induction for Construction Work Certificate (White Card) or ability to obtain prior to employment.
- Current NSW Drivers Licence – Class C.

Desirable:

- Demonstrated knowledge of and experience managing Environmental Protection Licences.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Place management

- Manage and continuously improve Council's Shell Cove Waterfront precinct and other contracts and maintenance outcomes.
- Develop, procure and manage maintenance related service and consultancy contracts.
- Manage the performance of Council's Marina lease to meet the needs of Customers, the Community and Council now and into the future.
- Liaise with customers and stakeholders on maintenance standards applied to the Waterfront Precinct, and other locations as directed.
- Manage of the Umbrella Deed and associated maintenance programs on an on-going basis.
- Set environmental monitoring regimes to comply with statutory requirements and to achieve sustainable environmental improvements.
- Assist with the development and implementation of Council's Shell Cove Strategic Business Plan and other strategic plans as directed.
- Provide high level support to the Shell Cove Executive Manager and senior Council staff, including contributing to strategic and asset planning, policy development,

business development, corporate reporting and providing high level management advice.

- Complete the development, implementation and regular review of operational/site specific plans, strategies and business systems including, but not limited to, Service Level Plans; Operational Management Plans and Strategies; WHS Management Plans; Environmental Management Plans; Emergency Response Plans; Traffic Management Plans, outsourced contracts, works and maintenance activities.
- Develop service level plans that link Shell Cove Strategic Business Plan goals with Waterfront Precinct service delivery priorities and strategic goals.
- Develop, drive and implement programs that improve the Waterfront Precincts environment sustainability, and the environmental sustainability of other locations as directed.
- Review regular contractor and lessee performance reports and drive continuous improvement.
- Liaise with Council's communication team to deliver coordinated Waterfront Precinct, Marina and other activation programs.
- Ensure all recreational and operational activities within the Waterfront Precinct (or other locations as directed) are provided in accordance with regulatory requirements and standards.
- Stay abreast of and provide advice regarding relevant industry and influential legislation including but not limited to the Protection of the Environment Operations Act, the Local Government Act, the Environmental Planning and Assessment Act and the the Roads Act.
- Manage reporting obligations under relevant contracts and statutory requirements.
- Develop and manage budgets including service contracts and associated delivery, staff planning and continuous service improvement.
- Oversee and sustainably manage Council's public place waste management services at the Waterfront Shell Cove and other locations as directed.
- Assist with the implementation of litter and waste management plans at the Waterfront Shell Cove and other locations as directed.
- Undertake monthly, quarterly and annual reporting as required.

Management of staff consultants and contractors

- Manage consultants, contractors, service providers and staff; including supervision and performance management.
- Ensure staff, internal service providers and contractors are involved appropriately in decision-making and are informed of relevant decisions.
- Implement formal meeting structures with staff, internal service providers and contractors.

Contribute to the overall management of the organisation

- Contribute to the development and implementation of corporate Council policies, procedures, strategic plans and budgets. This includes Council's Community Strategic Plan, Delivery Plan and Operating Plan.
- Contribute to Council's asset management system and planning.
- Develop and implement quality management systems and standard operating procedures that comply with legislation.

- Consult with internal and external customers including Councilors (where appropriate), staff, residents, industry, media (where appropriate), contractors and government agencies (where appropriate).
- Prepare and present Council, legislative, technical and performance reports to internal and external customers.
- Maintain currency of professional expertise.
- Any other task, requested by the supervisor, within the employee's limits of skill and experience.

Work Health & Safety

- Ensure that all significant risks associated with hazards in area of operation are identified, assessed, eliminated or controlled and reviewed in consultation with relevant staff
- Ensure safe working conditions are maintained.
- Provide information, training and appropriate supervision to people in your area of responsibility to enable them to work safely
- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.
- Provide safety leadership and set an example with regard to prioritisation of safety in the workplace.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.