

Position Description

Group Manager Services

The Services Group Manager position is responsible for managing and leading the day to day operations of Council's community focused business, operational and maintenance services. Specifically, the service areas delivered in the group include operational works and maintenance for Council infrastructure and assets, fleet, roads and drainage, public open spaces, recreational areas, facilities, buildings, cemeteries, emergency management and nursery.

The position will lead and manage staff through building and maintaining productive teams and positive relationships with internal and external stakeholders. This will include providing technical advice, leading continuous businesses improvement, implementing cultural improvement initiatives, fostering innovation and creativity in a customer focused approach to the delivery of high quality services to the Shellharbour community.

Primary purpose of the role

Lead and manage the Group to deliver services and projects throughout the City, in alignment with Council's strategic plan and delivery program whilst positively promoting Council. Manage and continuously improve the budget, reporting, analysis and tracking of strategic initiatives and operational outcomes of the Group. Develop, implement and report on integrated planning processes within the Group to support the provision of services with consideration to Councillors, Community, Customers and Council.

Develop and implement work processes within the Group that enhance business performance, improve asset maintenance across the City and within high profile precincts, to meet customer and community expectations. Motivate staff, manage change and implement continuous performance improvement within the Group with a focus on the delivery of services and the annual works program. Contribute to the development and implementation of cultural improvement and the practice of shared values. Engender and deliver accountability for all staff and oversee the shared understanding and practice of corporate behaviours by all staff in the Group. Provide effective management and development of human resources within the Group with an emphasis of staff motivation, empowerment, development and performance. Deliver strategic and operational advice to Council's Executive Leadership Team on matters within the Groups responsibility.

Key accountabilities

- Provide leadership for staff, strategic direction and guidance in the provision of construction, maintenance and service delivery associated with Council's assets, road and stormwater infrastructure, fleet, public open spaces, recreational areas, facilities, buildings and cemeteries.
- Exercise due diligence to ensure compliance by the Council with its Work, Health and Safety obligations and environmental requirements and foster a strong safety culture.
- Provide safety leadership and set an example with regard to prioritisation of safety in the workplace.

- Provide expertise in the delivery of infrastructure including construction and maintenance of civil infrastructure, facilities and services.
- Ensure that all works are carried out in accordance with current Codes of Practice, WH&S and environmental requirements and a strong safety culture is fostered and promoted.
- Actively monitor and evaluate systems of work, provision of service, risk management, maintenance and programs to drive increased efficiency and improved condition of Council's infrastructure
- Lead and manage projects and programs of works to ensure achievement of organisational outcomes, and completion of the Group's annual Capital Works program
- Efficient management and deployment of resources, including day labour, plant and equipment for all construction and maintenance activities performed by the Group and in accordance with set budgetary constraints. Ensure the delivery of customer focused solutions for Council plant, fleet and workshop.
- Ensure that the Group's service delivery is managed within the financial constraints defined in Council's budget.
- Provide emergency management planning, emergency response preparedness, guidance and support to the local Emergency Operations Centre and internal to Council
- Prepare and deliver comprehensive reports and advice to the Executive and Council, with respect to the Groups responsibilities
- Manage the Group budget in regard to Council's Community Strategic Plan, Delivery Program, Operational Plan and budget requirements to be financially sustainable
- Be a participating member of Council's Senior Management Team.
- Drive continuous improvement within the Group.
- Ensure the provision and maintenance of fleet assets in line with the needs of the customer in terms of reliability and safety considerations.
- Ensure cultural improvement and the practice of shared values.
- Ensure accountability for all staff and the exhibition of corporate behaviours.
- Provide leadership to and management of staff with an emphasis on staff motivation, empowerment, development and performance.
- Encourage and implement positive working relationships across the Group and wider stakeholders to facilitate a constructive, productive and vibrant workplace.
- Facilitate and lead change across the organisation.
- Regular monitoring and review of the Group's activities to drive continuous improvement, increased efficiency and cost competitiveness.
- Deliver strategic and operational advice to Council's Executive Leadership Team on matters within the Groups responsibility.
- Manage the performance of individuals and teams within the Group.

Key challenges

- Driving organisational cultural improvement and providing effective leadership.
- Accounting for staff behaviours and performance outcomes, managing performance of individuals and teams whilst maintaining a cohesive multi skilled team.
- Ensure that each team function delivered is within financial constraints, as defined in Council's budget
- Provide operational information and strategic advice to the Senior Management Team, Executive Leadership Team and Councillors to ensure the role of the Group and its relationship with Councillors, Community, Customers and Council is fully understood.

- Deliver benefits for Councillors, Community, Customers and Council.
- Ensuring alignment of the Group's outcomes with organisational strategy.
- Exploring, seeking out opportunities and implementing continuous improvement.
- Building effective internal and external partnerships.
- Managing and motivating a large workforce and effective deployment of resources, with a number of direct reports

Key relationships

Who	Why
Internal	
Director	Report on and provide advice on the delivery of objectives to ensure the best organisational solution.
Work Team	Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. Be a positive role model and demonstrate safety leadership and Council's corporate behaviours and values.
Senior Management Team	Work in collaboration to ensure an understanding of the Group's role and collectively achieve benefits for Councillors, Community, Customers and Council.
External	
Community	Develop effective relationships to assist in the return on the investment in Council.
Councillors	Develop effective relationships to ensure their work is assisted.
Customers	Develop effective relationships such that patrons using Council's services and facilities have a positive experience.

Role dimensions

Decision Making

Decisions made by the Group Manager include:

- Determining strategic work priorities.
- Resolving challenges and finding solutions to operational problems.
- Expenditure and budget control within delegation.
- Deciding the content of reports, submissions, policies, correspondence and briefs with limited direction from the Director.
- Deciding the content of advice and information provided to the Councillors, Chief Executive Officer, Director; and Senior Management Team relating to the delivery of key outcomes.

Decisions referred to the Director include:

- Any decision that will substantially alter the outcomes, cost, or timeframe of a goal or project.
- Any decision that will directly affect Councillors.
- Matters requiring a higher delegated authority such as approval for appointment of staff.

Reporting Line

The Group Manager Services reports directly to the Director Amenity and Assets.

Direct Reports

Manages a Group with 4 Direct reports :

- Workshop Manager
 - Responsible for motor vehicle, heavy plant, fleet, mechanical and fabrication workshop
- Construction and Maintenance Manager
 - Responsible for delivery of services including civil, building, depot, cemetery operations and construction and maintenance
- Parks Manager
 - Responsible for delivery of maintenance and operational services including, parks and gardens, tree management, natural areas and the Nursery.
- Team Leader Depot Administration
 - Provides senior administrative supervision of administration staff and delivery of related services in the Group

Budget/Expenditure

As determined by the Operational Plan and delegations.

Remuneration package

This is a permanent full time position and conditions of employment are in accordance with the Local Government State Award, relevant legislation and Council's policies and procedures.

The position is Grade 24 with a commencing salary range from \$2685.26 to \$2738.97 per week (depending on experience and skills) plus 10% Excess Hours Agreement, 10% superannuation and motor vehicle component.

May be eligible for a Civil Liability Allowance.

Essential requirements

- Bachelor degree related to the position or relevant qualifications and extensive experience in a similar role
- Demonstrated high-level experience in managing and planning service delivery in functions such as public open spaces, facilities, fleet and recreational areas
- Demonstrated experience in construction and maintenance of assets such as roads, stormwater networks, facilities, buildings, civil works and cemeteries.
- Demonstrated experience in managing a large workforce and leading diverse teams
- Demonstrated high-level communication skills including negotiation and conflict resolution with stakeholders such as the Community, Councillors and Customers.
- Experience in budget development and management.
- Experience in developing and implementing workplace accountability and corporate behaviours.
- Demonstrated experience of developing, implementing and leading a safety first culture.