

Role Charter

POSITION:	OPERATIONS MANAGER RECREATION & BUILDING SERVICES
Reports to:	Manager Works
Accountable to	Director City Services
Directorate:	City Services
Date revised:	June 2025

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To oversee the operation of Council's Recreation and Building Services functions by coordinating and delivering a range of operational and project lead services in-line with Council's Delivery and Operational programs.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

To enact Council's strategies and policies relevant to the section's operation as well as ensure the delivery of plans, programs, procedures, and systems focussed on the attainment of the identified four- year objectives.

To lead, coordinate and ensure the efficient and effective delivery of a range of functions and services

specific to the Recreation Works and Building Services sections, including recreation maintenance and construction, asset inspection, environmental operation activities, technical services contracts, minor works contracting, minor & major projects and facilities management.

Leadership

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

Committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles.
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience.
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes.
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.

Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team.
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive employment relationship.
- Champion a safe and healthy workplace and fair and equitable work practices.
- Demonstrate effective communication, problem solving and interpersonal skills.

Manage operations

- Support the Manager and the team in the effective delivery of Council's services.
- Oversee and implement actions or tasks as identified in the Delivery Program and Operational Plan.
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes.
- Inform and participate in annual planning and reporting processes for the section.
- Implement procedures and other tools that support implementation of adopted strategies and policies.
- Provide timely and accurate information to the Manager.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Manager and the staff of the team.
- Participate in nominated cross organisational teams.
- Establish and maintain productive relationships.

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning.
- Monitor and report on team performance.
- Identify employee development and performance improvement within Council's workforce development framework.
- Focus on the continuous improvement.

Core Accountabilities

1. Lead, coordinate and support the operation of Council's recreation works, building and facility functions through a service-oriented, business-based approach and in accordance with relevant legislative, regulatory, and best practice requirements and obligations.
2. Lead cross-functional teams and oversee the accountability for the delivery of allocated projects, maintenance and works, assuring their successful delivery to specifications including budget, schedule, requirements and quality.
3. At project level prepare tenders, including preparation of contract conditions, tender specifications and other documents, coordinating the tendering process, and implementing Council's contractual decisions.
4. Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and taking the initiative to implement the best solution.
5. Lead, coach and develop staff and proactively manage the employment relationship.
6. Ensure safe systems of work, incident reporting, safe operating procedures and risk management practices are implemented and adhered to in line with safety standards and regulations and Council's Safety Management System and WHS legislation.
7. Prepare reports for internal consideration and/or for submission to Council or its committees as required, including undertaking research and analysis and make recommendations for maintenance, condition reporting, replacement and any major works for Council's Recreation Assets, Buildings and Facilities.
8. Developing, tracking and maintaining project and works records and reports and preparation of reports for internal considerations and/or for submission to Council or its committees as required.
9. Liaise with internal and external stakeholders, contractors and both government and local government agencies/authorities as required.

Undertaking any other duties, projects or tasks as directed by the Manager Works which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Degree in Engineering, Environmental, Assets or Project Management disciplines or a tertiary qualification in a related discipline and/or significant work experience in recreation or building services operations management.
2. Proven contemporary experience coordinating, leading and coaching cross-functional teams to achieve work objectives and deliverables effectively and efficiently
3. Extensive contemporary experience in project and contract management within a multi-disciplinary environment such as recreation works, building and infrastructure services, and the ability to apply project delivery methodologies.
4. Demonstrated ability to prepare and manage medium to large budgets and timeframes to meet the operational and strategic financial targets of the organisation.
5. Highly developed interpersonal skills including staff leadership and development, negotiation, influencing, problem solving and conflict resolution and the ability to build strong working relationships across all levels.
6. Proven ability to analyse information and produce meaningful, business-focused reports for sound decision making.

Desirable Criteria

1. Qualifications and / or experience in Management and Leadership Frameworks
2. Experience working in a Local Government environment.
3. .
4. Working knowledge of Local Government Act and WHS legislation.

Date:

Agreed:

Employee Name

Employee signature