

Role Charter

POSITION:	Operations Manager Capital Works Delivery (Community and Recreation)
Reports to:	Manager Capital Works Delivery
Accountable to	Director City Services
Group:	City Services
Date revised:	March 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 deliver community and recreation projects nominated within the capital delivery program, consisting of strategic and operational projects that support the objectives of Council's Community Strategic Plan and Delivery Program.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of Council's 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 Capital Works Delivery section, including initiation, planning, execution and closure phases of each project.

Leadership

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

The leader is 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.
- Apply and manage the labour capitalisation process of all resources reporting to the role.
- 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

In addition to fulfilling the core leadership and management accountabilities described above, the Operations Manager Capital Works Delivery (Community and Recreation) is also accountable to:

1. Lead, coordinate and support the operation of Council's Capital Works Delivery function by providing quality, organisational-wide project delivery services in accordance with Council's Delivery Program through a service-oriented, business-based approach.
2. Manage tenders, including preparation and coordination of project documentation, specifications and other documents, ensuring compliance with statutory procurement requirements, and effective implementation of Council's contractual decisions.
3. Manage contractual obligations by leading the execution, performance, and administration of contracts including acting as Superintendent's Representative under contracts.
4. Contribute to the development of the Capital Works Program and associated budgets for Community and Recreation projects and ensure regular monitoring and effective management of program progress and associated budgets.
5. Respond to and control unexpected situations by evaluating possible solutions and use initiative to implement the best solution, consulting with stakeholders.
6. Lead, coach and develop staff and proactively manage the employment relationship.
7. 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.
8. Prepare reports for internal consideration and/or for submission to Council or its committees and sub committees as required.
9. Liaise with internal and external stakeholders, community groups, contractors, public utilities, government and local government agencies/authorities as required.

The incumbent is required to undertake any other duties, projects or tasks as directed by the Manager/ Director which are within the employee's skills, competence, and training.

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 Construction Management, Engineering or related discipline or an equivalent combination of relevant trade qualifications / training coupled with experience.
2. Contemporary industry knowledge and demonstrated experience in delivering civic building and public infrastructure projects and contract management including implementation of complex and political projects.
3. Demonstrated experience and ability to lead, coach and support staff to achieve work targets and objectives effectively and efficiently.
4. Demonstrated experience and ability to lead design, stakeholder and risk workshops, consultant coordination meetings and contract administration through the construction and commissioning phases.
5. Proven ability to analyse information and produce meaningful, business-focused reports for sound decision making.
6. Demonstrated ability to prepare and manage defined budgets and timeframes to meet the operational and strategic financial targets of the organisation.
7. Demonstrated interpersonal skills including highly developed communication, negotiation, influencing, problem solving and conflict resolution particularly as they relate to contractor management.
8. Demonstrated contract management across multiple contract types, including both consultancy and contractor agreements.
9. Class C Driver's licence.
10. NSW General Construction Induction Card.

Desirable Criteria

1. Cert IV in Leadership and Management.
2. Membership to industry organisation to support the role.
3. Working knowledge of tendering regulations within the Local Government Act and WHS legislation.
4. Experience in GC21, AS4000, MW21 contracts

Date:

Agreed:

Employee Name

Employee signature