

Role Charter

POSITION:	PRINCIPAL RESILIENCE OFFICER
Reports to:	Coordinator Natural Environment & Resilience
Accountable to	Manager Environment & Sustainability
Directorate:	City Planning
Date revised:	January 2026

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 lead complex and high-profile projects that build the resilience of the Maitland Local Government Area so that our city and community can plan for and adapt to natural hazards and changing climate, including flooding, heat, drought, bushfire, and climate change adaptation.

To work in collaboration with internal and external stakeholders, including designers, engineers, planners, environmental officers, asset managers, communications and engagement staff and emergency response agencies on complex natural hazard management and resilience matters including strategic floodplain management, urban heat, and climate change adaptation.

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. Research and develop strategies, policies and plans relating to resilience to natural hazards and changing climate with a particular focus on floodplain management, urban heat and climate change adaptation.
2. Coordinate and support the effective functioning of the Maitland Floodplain Risk Management Committee.
3. Lead the development and review of key flood planning documents including flood studies and the Floodplain Risk Management Study and Plan.
4. Liaise with and support key internal stakeholders including strategic planners, engineers, environmental officers, estuary management staff, communications officers, works and maintenance personnel to implement the adopted actions of the Floodplain Risk Management Plan.
5. Provide technical leadership in communicating natural hazard risks to the community and work with relevant internal stakeholders and government agencies to improve community resilience to natural hazards and changing climate.
6. Support the development of high-quality business cases, cost benefit analyses and funding applications for resilience projects and programs.
7. Working with relevant Council officers from across the organisation, deliver resilience projects and programs consistent with relevant policy and plans including the development and management of budgets.
8. Support innovation and act as a technical expert for the organisation by providing mentoring and strategic advice on emerging issues relating to natural hazards and changing climate.
9. Actively contribute to the development and implementation of organisation wide resilience management through the development of strong and collaborative working relationships across departments and teams within Council.
10. Consult and liaise with government agencies, statutory authorities, business, industry, inter Council and the community in relation to resilience issues.
11. Provide high-level technical advice and mentoring to the team and internal stakeholders as required.

Undertaking any other duties, projects or tasks as directed by the Supervisor 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 qualifications in environmental engineering or environmental science, environmental sustainability, or an equivalent combination of relevant contemporary experience and/or education/training particularly in a climate change adaptation, resilience or floodplain management role.
2. Contemporary industry knowledge and demonstrated professional experience in climate change adaptation, resilience planning and floodplain management.
3. Demonstrated ability to deliver complex and controversial projects and liaise across a complex government agency and stakeholder landscape.
4. Demonstrated experience in the development of business cases and cost benefit analyses for environmental sustainability projects and programs.
5. Solid research, analytical and problem-solving skills with previous experience in presenting findings to key stakeholders with specific recommendations and actions.
6. High level experience in managing complex resilience and climate change adaptation projects and delivery of outcomes on time and within budget.
7. Proven ability to work productively as a member of a team and contribute to team goals.
8. High level interpersonal and communication skills with a proven ability to work collaboratively with internal and external stakeholders across a broad range of disciplines to effectively influence outcomes.
9. Current Class C driver's licence.
10. Demonstrated experience and ability to supervise, coach and support staff in their day-to-day activities.

Desirable Criteria

1. Post graduate qualifications specialising in disaster resilience, social-ecological resilience or a related discipline.
2. Demonstrated experience in the implementation of the Sendai Framework for Disaster Risk Reduction.

Date:

Agreed:

Employee Name

Employee signature