

Infrastructure Operations Manager

Status	<i>Common Law Contract – Senior Management Level</i>	Base Salary	<i>Minimum of \$130,000 to be negotiated based on experience and qualifications</i>
Directorate/ Department	<i>Infrastructure and Utility Services, Infrastructure Operations Department</i>	Position Number	<i>1098</i>
Location	<i>Martin Street Depot, Ingham QLD</i>	Reports To (Position)	<i>Director of Infrastructure</i>
Award	<i>Common Law Contract</i>	Direct Reports	<i>Seven – Team Leaders and Admin</i>

Our Region

Just over an hour north of Townsville is the tropical paradise of Hinchinbrook. With Ingham at its centre, the region is surrounded by rugged mountain ranges, giant waterfalls, the Great Barrier Reef, wild beaches and tropical islands. It's a place where breathtaking scenery, unique wildlife, world-class fishing experiences, delicious, locally sourced food, inspirational art and 60,000 years of culture are all weaved into one incredible story: The Hinchinbrook Way.

Our Council

Hinchinbrook Shire Council is one of the largest employers in the region with over 200 employees working across administrative, operational and technical roles. Our team enjoys a fair, equitable and flexible workplace so that our staff can enjoy the many attractions and events that come with living in the Hinchinbrook community. Council offers favourable working conditions including a nine day fortnight for most roles, generous superannuation of 11% in the first year and 12.5% thereafter, generous leave entitlements including 5 weeks annual leave and 3 weeks paid sick leave.

Mission

Our Council mission is to provide leadership in making locally responsive and informed decisions, delivering quality services and facilities to the Hinchinbrook community.

Our Vision

Our vision for Hinchinbrook Shire is to strengthen our vibrant regional lifestyle and prosperous economy by growing the population of and opportunities for the Hinchinbrook Shire.

Our Values

Our workforce aligns with the values of:



People Focused – We value our community, our stakeholders and our employees. We will treat all persons with fairness and respect. Council will implement services from a customer perspective.



Integrity – We will lead our community with integrity and vision. We will embrace change, foster innovation, and be honest and transparent at all times.



Excellence – We will always strive to do our best, to be industry leaders and to look for opportunities in pursuit of continuous improvement.



Sustainability – We will be practical, focused, and effective in our delivery of services and programs for the community.

About the Directorate

This role is established under the Infrastructure and Utility Services Directorate. This Directorate works in partnership with Council divisions and external stakeholders to drive civil construction, water and waste management, pest management, road compliance and engineering and public spaces maintenance to enhance the Shire's image and deliver positive economic and community outcomes which support Council's strategic goals.

Purpose of Role

The Primary Responsibility of this position is responsible for the effective and efficient works activities across construction, maintenance and fleet operations to successfully achieve:

- Promote and work towards the achievement of annual Infrastructure Operations targets;
- Effective planning and execution of construction and maintenance projects and programs on roads, drainage and general municipal works area not including Water and Sewerage undertakings;
- Effective planning and execution of Road Maintenance Performance Contract (RMPC) contractual maintenance activities on Transport and Main Roads corridors.
- Effective management of fleet operations and fleet capital replacement program in accordance with organisation needs and changing operational environment in consultation with the Fleet Coordinator;
- Participate as part of the Infrastructure and Utility Services management team;
- Providing professional engineering and technical advice as requested and required;
- Effective management of the Quality Management System in accordance with the relevant legislation and regulations;
- Effectively manage the area of responsibility to optimise customer satisfaction with available resources and Council policies;
- Administer approvals/no objection notices for heavy vehicle permits travelling on local roads other than building movements for relocated houses within the shire;
- Participate in the Hinchinbrook Road Safety Advisory Committee and manage the administrative components of this committee;
- Coordinating and liaising with other Infrastructure and Utility Services management staff in order to achieve established goals;
- Identify, develop and prioritise projects within the priorities and timelines established within the works program; and undertaking investigation, preparing reports, submissions and related activities as allocated;
- Creation and maintenance of Gantt charts;
- Ensure Infrastructure Operations reporting responsibilities operate effectively;
- Provide advice and contributing to the development of Infrastructure Operations policies and procedures;
- Liaison with and assistance to, the Grants and Governance Officer to ensure the role is adequately researching, coordinating and preparing infrastructure grant and subsidy applications and claims, including a strategic approach, application and monitoring of grant funds; and
- Provision of, where applicable, information and material to other departments in a timely manner.

The position is also responsible for the establishment and implementation of short and long-range goals, objectives, policies and operating procedures ensuring compliance with legislation and industry standards, and contribution to the achievement of Council's vision and corporate goals by supporting the development and implementation of key asset management strategies, policies and procedures.



The incumbent will be expected to lead continuous improvement and cultural change initiatives that contribute to improvements in efficiency and effectiveness of service delivery and develop the accountabilities, skills and capabilities of staff. The incumbent will also be responsible for encouraging innovation and creativity in service planning and delivery relevant to the position. The position is responsible for provision of advice, support, leadership, training and development for relevant Team Leaders and managing and supervising their performance appraisal.

The Position also has secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Department/function area and/or other business operation areas of Council, as may be directed within the employee's scope of skills and capabilities.

Key Accountabilities

- The incumbent is responsible for the establishment and implementation of short and long-range goals, objectives, policies and operating procedures ensuring compliance with legislation and industry standards, and, contribution to the achievement of Council's vision and corporate goals by supporting the development and implementation of key asset management strategies, policies and procedures.
- The incumbent will be expected to lead continuous improvement and cultural change initiatives that contribute to improvements in efficiency and effectiveness of service delivery and develop the accountabilities, skills and capabilities of staff. The incumbent will also be responsible for encouraging innovation and creativity in service planning and delivery relevant to the position.
- The Position also has secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Department/function area and/or other business operation areas of Council, as may be directed within the employee's scope of skills and capabilities.
- Day to day activities will ensure that Council meets all its' obligations under the Local Government Act 2009, the Local Government Regulation 2012, and any other relevant legislative requirements. The incumbent of this Position will be required to develop and oversee control systems to prevent or deal with violations thereof.
- Additional features include providing specialised technical, professional and/or administrative advice on policy matters within the department and/or Council.

Other responsibilities

1. Assessed compliance with mandatory responsibilities contained in the *Local Government Act 2009* Section 13 (2);
2. Assessed compliance with mandatory responsibilities contained in Council's Code of Conduct;
3. Meet engineering standards and compliance in every aspect of the Directorate's activities meeting all Australian Standards and Council requirements;
4. Manage employee relationship to the delivery of Councils Operational and Corporate Plan outcomes;
5. Achieve yearly outcome of 90% of Infrastructure Operations Capital Works Programs completion;
6. Achieve yearly outcome of 90% of all Infrastructure Operations programmed maintenance tasks;
7. Ensure Customer Requests (CRM's) are received, processed and actioned in accordance with Customer Service Charter Requirements; and
8. Successful performance appraisal and management of work performance by direct reports and their direct reporting staff.

Basis for selection

We are seeking applicants who, within the context of the role responsibilities detailed above, possess the following key attributes:

- Demonstrated experience in a similar role within local government or related entity;
- Demonstrated leadership, organisational and people management skills;
- Construction trade or engineering/construction management/project management degree or suitable



- demonstrated practical experience;
- Experience in responsibility for the financial, scheduling and safety performance of projects/works;
- Demonstrated experience in Managing Multi-disciplinary program of infrastructure works;
- Demonstrated experience in successfully managing multi-disciplinary technical teams with complex areas of responsibility; and
- Effective communication skills, written, oral and stakeholder engagement

Mandatory

The following mandatory requirements are applicable to this role:

- A minimum tertiary qualification as a Graduate Civil Engineer or a relevant discipline with significant and diverse experience in both operational areas and management;
- Demonstrated leadership qualities with proven management achievement within a relevant multi-disciplined environment;
- Advanced ability to use current technology to manage systems and software; and
- Current Queensland 'C' Class licence or equivalent.

Desirable

The following desirable requirements are applicable to this role:

- Prior experience in Local government in Queensland;
- Prior experience with TechnologyOne software; and
- Prior experience in Flood Damage Reconstruction in accordance with Disaster Recovery Funding Arrangements (DRFA).

How to Apply

Please provide the following information for initial assessment of your suitability:

1. **Your current resume** (including a comprehensive employment history with functions or roles performed, dates of employment, major achievements or awards, and tertiary or other qualifications. All attachments for online or email applications must be in PDF or Microsoft Word format.
2. **A two (2) page statement** outlining your suitability for this position, which should include examples and outcomes achieved to demonstrate your suitability for the role from the *basis for selection* section. It is a requirement of the selection process that your statement **not exceed three (3) pages in length**.

Workplace Health and Safety (WHS)

Responsible for working safely at all times to protect own WHS and that of any other person in the workplace. This will include:

- Strict adherence to Personal Protective Equipment (PPE) requirements as per the WHS Induction and/or Council requirements;
- Abiding by Council WHS Policies, Procedures and training at all times;
- Complying with instructions given for WHS;
- Reporting any personal injury, third party or vehicle incidents or damage to your Supervisor immediately;
- Never operating machinery, equipment or vehicles under the influence of alcohol and/or drugs;
- Not wilfully or recklessly interfering with or misusing anything provided for WHS;
- Not wilfully or recklessly placing at risk the WHS of himself/herself or others; and
- Reporting any WHS concerns and hazards to your direct Team Leader or Manager and/or the WHS Coordinator immediately.



Disaster Management

- Undertake training as required to provide a proficient and effective service in Council's Local Disaster Coordination Centre: and
- Be available to provide an important role in disaster management response and recovery during and following activation of Council's Local Disaster Management Group in times of natural disasters.

Customer Service

- Response times are to be within the response standards identified in the Customer Service Charter;
- Treat both internal and external customers with courtesy and respect;
- Work according to agreed customer service standards within Council; and
- Contribute towards setting customer service standards within your team.

Additional Information

- Council is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
- Council stands firm in its position and has zero tolerance for inappropriate workplace behaviour.
- Pre-employment screening checks are undertaken as part of selection which are inclusive of social media collateral checks; criminal history checks; pre-employment medicals and functional capacity examinations and drug and alcohol testing for specific roles.
- Roles providing support services or community development activities mainly to children will require a Blue Card as part of pre-employment screening, unless otherwise exempt.
- Applications will remain current for a period up to six months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. fixed term or part-time).
- Arising vacancies may be appointed from ongoing talent pools for entry level positions or where Council elects to support a youth employment pathway for school-based apprenticeships, traineeships or cadetships.
- The incumbent may be required to undertake interstate and or domestic travel.
- The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
- A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a secondary basis.
- This role is office based although there may be requirements to visit physical sites.

Position Description Review

Position Descriptions cannot provide a definitive list of duties and responsibilities and as such these will vary from time to time. They will be reviewed at least annually involving consultation with the employee.

Approval of Position Description

I hereby acknowledge that I have reviewed and approved the contents of this Position Description.

Manager Name		Manager Title	
Signature		Date	

