

Position Title	Manager Open Space and Buildings Operations
Department	City Assets
Unit	Open Space and Buildings Operations
Team	City Works & Operations (within City Assets)
Supervises	Coordinator Open Space x 3 (North, South & East) Coordinator Bushcare Coordinator Trades Coordinator Civic Tower and Precinct Team Leader Maintenance Planning
Reports To	Executive Manager City Works & Operations
Grade	M3
Date Prepared	3/05/2024
Date Last Updated	25/03/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Manager Open Space and Buildings Operations provides strategic and operational leadership to the Open Space and Buildings Operations Unit, fostering a high-performance, safety-focused and customer-centred culture. The role is accountable for the efficient and effective delivery of programmed and reactive maintenance services across Council's open space and building asset portfolio, ensuring assets are maintained to agreed service levels and meet community needs and expectations.

Reporting to the Executive Manager City Assets, the Manager leads continuous improvement in service delivery, safety culture, financial management, systems and processes, and workforce capability. Through strong leadership and collaboration with internal and external stakeholders, the role ensures day-to-day operations are aligned with Council's strategic objectives, support long-term asset sustainability, and deliver value for the community.

Accountabilities

Within the area of responsibility, the Manager Open Space and Buildings Operations is required to lead and/or implement the following:

- Provide visible, effective leadership and governance across the Open Space and Buildings Operations Unit, ensuring all activities are delivered safely, efficiently, compliantly and in line with Council policies, legislation and best practice.
- Oversee and coordinate all operational activities of the Unit, including programmed and reactive maintenance, ensuring service delivery meets agreed service levels, community expectations and organisational priorities.
- Establish and maintain clear communication and reporting mechanisms with the Executive Manager City Works & Operations on operational performance, emerging risks, service issues and strategic matters, supporting the Department to meet its obligations and objectives.

- Lead ongoing reviews of service levels, costs and delivery models, balancing customer expectations, risk, asset condition and available resources, and driving continuous improvement in efficiency, effectiveness and value for money
- Drive a cultural shift from service-specific delivery to a 'whole of place' approach, promoting integrated, customer-focused and outcome-based management of Council's open space and building assets.
- Collaborate with internal stakeholders to build a shared understanding of customer needs and priorities, ensuring operational responses are coordinated, consistent and aligned across Council.
- Align operational functions and work programs with Council's strategic direction, corporate plans and asset management frameworks, ensuring day-to-day activities support longer-term organisational and community outcomes.
- Work closely with the Asset Systems and Planning Unit to integrate programmed maintenance, operational delivery and asset lifecycle planning, contributing operational insight to improve asset performance, sustainability and whole-of-life outcomes.
- Support and collaborate with the Executive Manager and broader leadership team with City Works and Operations, contributing to shared objectives, cross-functional initiatives and a cohesive leadership approach across the organisation.
- In collaboration with the Executive Manager City Works & Operations, drive digital optimisation and transformation within the business unit to ensure ongoing improvement in the oversight of service productivity.

Key Challenges

- Leading and managing a large, diverse and geographically dispersed workforce and asset portfolio across the LGA, while maintaining consistent service standards, safety outcomes and accountability.
- Balancing competing priorities and demands across programmed maintenance, reactive works, compliance requirements, customer expectations and strategic initiatives within finite financial and workforce resources.
- Driving digital and systems transformation of existing operational practices, processes and reporting, while maintaining service continuity and supporting workforce capability and change adoption.
- Developing, implementing and continuously improving service levels that respond to changing community expectations, asset growth and condition, and organisational priorities, within available budget and resource constraints.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Manager		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Advanced
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Advanced
	Lead and Manage Change	Advanced

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
People Leadership		
Lead and Manage Change	Advanced	<ul style="list-style-type: none"> • Translates change initiatives into practical strategies, including the role of staff in implementing them • Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders • Develops appropriate approaches to involve staff and stakeholders at various stages of the • Implements structured processes to manage structural, system, process and cultural barriers to change • Provides coaching and leadership in times of uncertainty and difficulty for staff
Relationships		
Customer and Community Focus	Advanced	<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the
Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions

	<ul style="list-style-type: none"> • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact • Explores creative alternatives to improve management systems, processes and • Contributes own knowledge and experience to staff training and development sessions
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Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications and/or equivalent experience in a relevant field.
- Current C Class Drivers' Licence

Essential Experience

- Demonstrated experience in leading and managing large multi-disciplinary teams within relevant field
- Demonstrated experience and knowledge across a number of functional areas within relevant field
- Demonstrated experience in managing multiple projects including program budgets, resource allocation, staffing, monitoring and reporting
- Demonstrated skills in developing and effectively managing a financial budget
- Demonstrated ability to manage multiple issues
- Demonstrated ability to lead people and lift capability across teams
- Demonstrated experience in working with a variety of stakeholders including Executive Teams and Senior Management Teams
- Sound understanding of change management technique and leadership
- Established understanding of innovative thinking and an ability to improve systems and processes including digital transformation

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>