

<b>Position Title</b>	Manager Infrastructure Services
<b>Department</b>	City Assets
<b>Unit</b>	Infrastructure Services
<b>Team</b>	Infrastructure Services
<b>Supervises</b>	5 Direct reports
<b>Reports To</b>	Director City Assets
<b>Grade</b>	M2
<b>Date Prepared</b>	26/08/2020
<b>Date Last Updated</b>	22/06/2026

## 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 role of the Manager is to provide direction, leadership and accountability to the Infrastructure Services Unit. This includes transforming the way we deliver and engage with our community. You will be instrumental in guiding your teams to put the customer first, coordinating and responding to requests, applications, management of infrastructure services related to roads, traffic, stormwater, open space, tress, development engineering including development application (DA) referrals and supporting the needs of internal customers. The Manager Infrastructure Services will provide ongoing operational and strategic support to the Director to meet the Departments obligations.

## Accountabilities

- Within the area of responsibility, this role is required to lead and implement:
- The continuous improvement of end to end processes and systems that consider the needs of all customer related enquiries and applications under the responsibility of the Unit.
- Collaborate with key internal stakeholders to develop a shared understanding of the customer's experience with Council.
- The coordination of the Local Traffic Committee and Road Safety Program
- Coordination of DA referrals for trees, traffic and engineering
- Support and collaborate with the Director and other executive to achieve a shared purpose.
- Key challenges:
- Continued development of unit within the organisation, defining purpose, building relationships and creating accountability and ownership.
- Leading change, challenging traditional form and function, breaking down barriers and implementing strategic initiatives.

## 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
 <b>Personal Character</b>	Lead Self	Advanced
	<b>Display Resilience</b>	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	<b>Customer and Community Focus</b>	Advanced
	<b>Work Collaboratively</b>	Advanced
	Influence and Negotiate	Advanced
 <b>Results</b>	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	<b>Innovate and Improve</b>	Advanced
	Deliver Results	Advanced
 <b>Resources</b>	Finance	Advanced
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Advanced
	<b>Lead and Manage Change</b>	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
<b>Relationships</b>		
Customer and Community Focus	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates a thorough understanding of the interests, needs and diversity in the community</li> <li>• Promotes a culture of quality customer service</li> <li>• Initiates and develops partnerships with customers and the community to define and</li> <li>• Ensures that the customer is at the heart of business process design</li> <li>• Makes improvements to management systems, processes and practices to improve service delivery</li> <li>• Works towards social, environmental and economic sustainability in the</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>People Leadership</b>		
Lead and Manage Change	Advanced	<ul style="list-style-type: none"> <li>• Translates change initiatives into practical strategies, including the role of staff in implementing them</li> </ul>

		<ul style="list-style-type: none"> <li>• Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders</li> <li>• Develops appropriate approaches to involve staff and stakeholders at various stages of the project</li> <li>• Implements structured processes to manage structural, system, process and cultural barriers to change</li> <li>• Provides coaching and leadership in times of uncertainty and difficulty for staff</li> </ul>
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## Results

Innovate and Improve	Advanced	<ul style="list-style-type: none"> <li>• Encourages independent thinking and new ideas from others</li> <li>• Draws on developments and trends in the industry and beyond to develop solutions</li> <li>• Supports experimentation and rapid prototyping to test and refine innovative solutions</li> <li>• Develops/champions innovative solutions with long standing, organisation-wide impact</li> <li>• Explores creative alternatives to improve management systems, processes and practices</li> <li>• Contributes own knowledge and experience to staff training and development sessions</li> </ul>
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## Personal Character

Display Resilience	Advanced	<ul style="list-style-type: none"> <li>• Is flexible and readily adjusts own style and approach to suit the situation</li> <li>• Adjusts tactics or priorities in response to changes in the organisational environment</li> <li>• Gives direct, honest advice, even in the face of strong, contrary views</li> <li>• Accepts criticism of own ideas and responds in a thoughtful and considered way</li> <li>• Welcomes challenges and persists in raising and working through difficult issues</li> <li>• Shows composure and decisiveness in dealing with difficult and controversial issues</li> </ul>
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\* 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.

## Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

## Qualifications and Experience

### Essential Qualifications

- Tertiary qualifications in Civil Engineering and/or a minimum of 10 years experience in a relevant field.
- Current C Class Drivers' Licence

### Essential Experience

- Demonstrated experience in leading and transforming multi-disciplinary teams within relevant field including the implementation of new processes, systems and digital solutions
- Demonstrated experience and knowledge across a number of functional areas within relevant field.
- Demonstrated skills in developing and effectively managing a financial budget.
- Proven ability to think strategically, analyse complex situations, achieve outcomes and negotiate and approach problem solving in a flexible and resourceful manner.
- Excellent written, verbal and presentation skills.
- Excellent interpersonal skills and demonstrated ability to form positive relationships with a wide range of stakeholders, groups, organisations and individuals.

### DESIRABLE QUALIFICATIONS AND OR EXPERIENCE

- Experience in a Local Government setting

- Understanding of traffic management, Development Engineering, NSW Local Government Act and the NSW Roads Act 1993

<b>POSITION REQUIREMENTS (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
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"/>
Does this position have an inherently high risk for fraud and corruption?	<input checked="" type="checkbox"/>	<input type="checkbox"/>