

|                          |   |
|--------------------------|---|
| <b>Position Title</b>    | Executive Manager - City Works and Operations                   |
| <b>Department</b>        | City Assets   |
| <b>Division</b>          | City Works and Operations                                       |
| <b>Unit</b>              |   |
| <b>Team</b>              | Open Space and Buildings Operations, Roads Operations and Fleet |
| <b>Supervises</b>        | 3   |
| <b>Reports To</b>        | Director City Assets  |
| <b>Grade</b>             | M4  |
| <b>Date Prepared</b>     | 14/01/2026  |
| <b>Date Last Updated</b> | 14/01/2026  |

## 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 Executive Manager – City Works and Operations is a key leadership role within the City Assets Directorate, responsible for overseeing the effective delivery of operational services across Open Space and Building Operations, Road Operations and Fleet Management. This role will lead a large, diverse workforce and ensure that services are delivered safely and in alignment with Council's strategic objectives.

This key executive management position reports to the Director City Assets will work closely with other Executive Managers to drive operational excellence, continuous improvement, digital transformation and a culture of accountability and service. It ensures the delivery of services that support the liveability, functionality, and amenity of the local government area.

The position also plays a vital role in the planning, coordination, and execution of citywide maintenance programs, asset upkeep, and rapid-response services that directly impact the day-to-day amenity, accessibility, and safety of public spaces and infrastructure. The Executive Manager – City Works and Operations will provide expert operational advice to the Chief Executive Officer, Director City Assets and collaborate across the organisation.

## Accountabilities

- Lead and manage the operational delivery of services across Open Space and Building Operations, Roads Operations including Kelso Waste Management Facility and legacy sites, Depot management and Fleet and Workshop services across three sites.
- Ensure the effective management of people, resources, and budgets to deliver high-quality, cost-effective services.
- Oversee the implementation of operational plans, service standards, and performance metrics aligned with corporate strategy and community expectations.
- Ensure full compliance with workplace health and safety obligations, promoting a culture of safety across all teams.
- Provide expert advice to the Director City Assets and other senior leaders on operational matters, risks, and opportunities.

- Drive continuous improvement, innovation, digital transformation and efficiency in service delivery models, ensuring high service standards, adoption of new technologies, systems, and work practices.
- Represent Council in matters with contractors, community stakeholders, and government agencies.
- Oversee the planning and execution of reactive and preventative maintenance programs.
- Build effective cross-functional relationships with other departments, Unions and stakeholders to support integrated service delivery and collaboration.
- Support and lead emergency management support and response operations as required.
- Ensure compliance with relevant legislation, regulations, and Council policies.
- Lead and manage a large operational workforce driving performance, staff engagement and promoting a positive and productive workplace culture.
- Provide timely, accurate advice and reports to the Director City Assets, including identifying risks, emerging issues, and strategic opportunities.
- Represent the Director City Assets as required.

## 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 – Executive Manager |                                     |                 |
|--|-------------------------------------|-----------------|
| Capability Group                       | Capability Name                     | Level           |
| <b>Personal Character</b>              | Lead Self                           | Advanced        |
|  | Display Resilience                  | Advanced        |
|  | Act with Integrity                  | Highly Advanced |
|  | <b>Safety and Accountability</b>    | Highly Advanced |
| <b>Relationships</b>                   | Communicate and Engage              | Advanced        |
|  | <b>Customer and Community Focus</b> | Highly Advanced |
|  | Work Collaboratively                | Advanced        |
|  | Influence and Negotiate             | Highly Advanced |
| <b>Results</b>                         | Plan and Prioritise                 | Advanced        |
|  | Think and Solve Problems            | Advanced        |
|  | Innovate and Improve                | Advanced        |
|  | <b>Deliver Results</b>              | Highly Advanced |
| <b>Resources</b>                       | <b>Finance</b>                      | Advanced        |
|  | Assets and Tools                    | Advanced        |
|  | Technology and Information          | Advanced        |
|  | Procurement and Contracts           | Advanced        |
| <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.

### CBCCity Capability Framework - Focus Capabilities

| Group & Capability           | Level           | Behavioural Indicators   |
|------------------------------|-----------------|--|
| <b>Personal Character</b>    |                 |  |
| Safety and Accountability    | Highly Advanced | <ul style="list-style-type: none"> <li>• Acts in the public interest at all times</li> <li>• Is prepared to act and take ownership for difficult decisions</li> <li>• Creates a culture of safety and accountability in the organisation</li> <li>• Promotes a climate in which people feel supported to take responsibility for outcomes</li> <li>• Establishes effective governance systems to ensure safe work practices and to mitigate and</li> </ul>   |
| <b>Relationships</b>         |                 |  |
| Customer and Community Focus | Highly Advanced | <ul style="list-style-type: none"> <li>• Creates an organisational culture which embraces high quality customer service</li> <li>• Ensures that management systems, processes</li> <li>• Ensures that community and customer needs are central to strategic planning processes</li> <li>• Establishes systems to set and monitor service delivery standards in line with customer and</li> <li>• Ensures council services contribute to social, environmental and economic sustainability in the community/region</li> </ul> |
| <b>Results</b>               |                 |  |
| Deliver Results              | Highly Advanced | <ul style="list-style-type: none"> <li>• Creates a culture of achievement by setting stretch goals and high expectations for self and</li> <li>• Shares leadership responsibility and decision making authority, where possible</li> <li>• Drives organisational activity in an environment of ongoing change and uncertainty</li> <li>• Identifies and removes potential hurdles to achievement of sustainable outcomes</li> </ul>  |

## Resources

|         |          |   |
|---------|----------|---|
| Finance | Advanced | <ul style="list-style-type: none"> <li>Ensures the design/delivery of services is within budget</li> <li>Explains the organisation's financial drivers to others in plain language</li> <li>Evaluates strategic business cases including the relative cost benefits of direct provision or purchase of services</li> <li>Models the highest standards of financial probity, demonstrating respect for public monies and other resources</li> <li>Promotes the role of sound financial management and its impact on long term financial sustainability</li> <li>Seeks and applies specialist financial advice to inform decisions</li> </ul> |
|---------|----------|---|

## People Leadership

|                        |          |   |
|------------------------|----------|---|
| 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> <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> |
|------------------------|----------|---|

\* 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, Operations Management, Asset Management, Business Management or a related field.

**Essential Experience**

- Demonstrated experience in change management and innovative business efficiency achievements.
- Demonstrated ability to exercise political acumen and lead through community political issues.
- Strong analytical and reasoning skills for solving complex problems through information analysis.
- Highly developed communication skills, including collaboration, consultation, negotiation, and advanced written communication.
- Proven experience in budget development, financial management, project management, resource management, support structure development, and coordination of service schedules.
- Extensive experience in leading large-scale, multi-disciplinary operational services, preferably within a local government or similar environment.
- Proven ability to manage large teams, including operational staff, and deliver services in a complex and agile environment.
- Strong leadership and people management skills, with a focus on safety, accountability, and continuous improvement.
- Strong understanding of asset lifecycle management, maintenance planning, and operational best practices.
- Extensive knowledge and experience in procurement, contract management, and governance.

**Desirable Qualifications and or Experience**

- Post Graduate qualifications in management.
- Understanding of how local government operates within the Local Government Act.
- Experience in emergency management within the Local Government context

| <b>HUMAN RESOURCES USE (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 checked="" type="checkbox"/> | <input 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"/>            |