



DIRECTOR OPERATIONS

DOCUMENT TYPE:	Position Description		
POSITION:	Director Operations		
POSITION SUPERVISOR:	Chief Executive Officer		
POSITION DIRECTORATE:	Executive		
POSITION DEPARTMENT:	Operations		
POSITION TERM:	Contract		
POSITION STATUS:	Full time		N/A
POSITION AWARD CLASSIFICATION:	Senior Executive Officer		
POSITION DESCRIPTION VERSION NUMBER:	3		
POSITION DESCRIPTION DATE ADOPTED:	October 2017		
POSITION DESCRIPTION REVIEWED BY	Chief Executive Officer		
INCUMBENT:	Vacant		
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.		
<p>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</p> <p>This document is available in alternative formats (e.g. larger font) if requested.</p>			

1 POSITION OBJECTIVES

To coordinate the management of all functions in the Operations Directorate using available human, financial and physical resources to provide excellent customer service and to meet Council objectives.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Management Executive Group

The incumbent will:

- be an active member of the Management Executive Group (MEG). The MEG consists of the Chief Executive Officer, Director Operations, Director Corporate Services and Director Community Wellbeing. The Director will provide advice and

report to the MEG on matters which impact on the strategic direction of the Council. Such matters may include organisational structure, operations, asset management, policy, and legislation

- provide advice and direction to a number of Managers including Operations, Technical Services, Development and Compliance.

2.2 Council relationships

The incumbent will:

- whilst the Director is responsible to the Chief Executive Officer, there will also be contact with the Council. This contact will be by way of attendance at Council meetings, provision of reports and providing advice to the Council

2.3 Strategic planning

The incumbent will:

- contribute to the development of the Council plan and undertake regular reviews and monitoring and prepare reports on the achievement of actions that are listed in the Plan
- contribute to the development and/or review of numerous strategic plans within the Operations Directorate

2.4 Works and townscape operations

The incumbent will:

- reinforce and constantly demonstrate behaviour that promotes a culture of responsive service to our customers
- be responsible for the efficient and effective operation of Council's road maintenance and townscape services functions. The role will provide direction and advice on the construction, rehabilitation and routine maintenance of Council's extensive road network, bridges, drainage systems, parks and recreation facilities, and streetscapes
- be responsible for the preparation and timely monitoring of budgets to deliver the above Operation functions
- be responsible for the efficient and effective management of Council's fleet, depots and plant.

2.5 Infrastructure and Assets

The incumbent will be:

- responsible for providing direction and advice to the Council on a diverse range of engineering design, project management, traffic engineering and asset management issues. Advice on engineering issues will also be provided to other areas of Council business

2.6 Building, Planning

The incumbent will be:

- responsible for the effective management of the Council's regulatory responsibilities in relation to Building and Planning. The Director will also provide advice and direction on issues relating to these matters
- responsible for providing strategic, regulatory and education, whilst at all times maintaining a high level of customer service.

2.7 Environment

The incumbent will:

- provide advice and support in relation to environmental management and natural resource management issues
- be responsible for the strategic directions, and general provision of municipal waste management services including kerbside collection, transfer stations, and disposal facilities

2.8 Property and Contracts

The incumbent will be:

- responsible for providing advice and direction in relation to the administration of both external and internal contractors and major service providers
- responsible for the management and maintenance of Council's extensive building portfolio. The development and maintenance of a building asset management plan is a high priority of the position

2.9 Customer service

The incumbent will:

- ensure efficient customer focused services are provided to the public and customers with the provisions of accurate, quality and timely advice and response

2.10 Records and information

The incumbent will:

- provide leadership, advice and direction to Council staff to ensure responsible records management in accordance with relevant legislation
- oversee departmental staff to ensure that Council records function is being undertaken appropriately

2.11 Leadership

The incumbent will:

- contribute to monthly Management and Leadership Group meetings
- contribute to the development of Council's strategic plans, and implement, monitor, and report on the achievement of actions within plans relating to this position

2.12 Staff development

The incumbent will:

- provide management and support to staff, ensuring that the department's objectives are met
- maintain effective communication with staff by adhering to Council's Internal Communication Procedure
- undertake annual performance development reviews for staff, followed by management of appropriate staff development as a result of those reviews

2.13 Professional development

The incumbent will:

- attend appropriate peer networking events to enhance knowledge and information in relation to the position
- ensure that current and accurate levels of professional knowledge are maintained

2.14 Other duties

The incumbent will:

- carry out such other duties as directed that are consistent with the general requirements of this position

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will be:

- responsible for the management of Council's Operations Directorate

4 JUDGEMENT AND DECISION MAKING

The incumbent will be:

- required to make decisions under delegated authority within the broad parameters of Council's policies and directions
- judgment and decision making will involve both problem solving and policy development

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will have:

- knowledge of relevant legislation, regulations, and standards
- skills and knowledge in the areas of Municipal Engineering, Building, Planning, Public Health, and Project Management are highly desirable
- ability to work with diverse groups and achieve the best results from the limited resources available
- ability to apply practical solutions, within budget constraints, to a diverse range of situations
- ability to work in a team environment
- ability to develop, monitor and manage and extensive multi-faceted budget

6 MANAGEMENT SKILLS

The incumbent will:

- manage time, set priorities and organise workload to meet deadlines and expectations
- plan and organise the work of others
- be able to achieve goals and objectives
- observe Occupational Health and Safety at all times
- have the ability to recognise training needs and provide appropriate training to support staff development
- be able to delegate tasks
- have the ability to exercise general control

7 INTERPERSONAL SKILLS

The incumbent will have:

- excellent written and verbal communication skills
- ability to gain co-operation from staff and external contacts
- ability to prepare reports for Chief Executive Officer, Councillors and external contacts
- ability to be flexible, to motivate and to lead staff
- ability to provide practical solutions to problems

- ability to train other office staff in procedures and processes
- ability to be innovative
- energetic and enthusiastic

8 EXPERIENCE

The incumbent will have:

- extensive experience in all aspects of municipal operations highly desirable
- experience in the operation of the Microsoft Office software suite
- sound knowledge of relevant Legislation, Regulations and Standards

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
Current Victorian Drivers Licence	Mandatory

10 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

11 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

12 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	<ul style="list-style-type: none"> • Chief Executive Officer
Supervises	<ul style="list-style-type: none"> • Manager Assets and Infrastructure • Manager Works • Manager Development
Internal liaisons	<ul style="list-style-type: none"> • All Council staff • Councillors
External liaisons	<ul style="list-style-type: none"> • Residents and Ratepayers • Community Organisations • Government Departments • Members of Parliament • Media, Other Councils • Unions • Professional and Local Government Associations • Consultants • Contractors

13 KEY SELECTION CRITERIA

The criteria for selection will be:

1. demonstrated Operational Management capabilities in a multi-disciplined team
2. sound understanding of legislation and regulations that relate to the operations of local government
3. appreciation of the needs of rural communities particularly with regard to Engineering Works, Asset Management, Planning, Building and the Environment
4. demonstrated leadership qualities and people management skills
5. demonstrated capabilities in leading people to achieve strategic outcomes

14 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

15 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

15.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff and Contractors' Code of Conduct.

15.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

15.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems

15.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system

15.5 Staff and Contractors Code of Conduct

The Staff and Contractors Code of Conduct applies to all employees and contractors of the Loddon Shire Council. All staff must:

- adhere to the Staff and Contractors Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles

15.6 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act. All employees are required to:

- adhere to the Information Privacy Act and Privacy and Data Protection Act 2014
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction

15.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

15.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment

15.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

15.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

16 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name:

(Please print).....

Incumbent's signature:

Date:

CEO'S

signature:

Manager's title:

Date: