

Position Description

Manager Infrastructure Operations



1. Position Identification

Position Title:	Manager Infrastructure Operations	Position Number:	POS1343
Classification:	Senior Officer	Reports to:	Director Built Environment & Infrastructure
Directorate:	Built Environment and Infrastructure	Budget responsibility:	\$18 million operating \$25 million capital
Department:	Infrastructure Operations	No. of direct reports:	Two
Job Family:	Manager (MGT)	Delegation, Authorisations and Appointment:	This position has been delegated authority to exercise powers, duties and functions under various pieces of legislation by virtue of the Instrument of Delegation from Council to Staff and the Instrument of Sub-Delegation from the CEO.
Date Approved:	May 2023		

2. Yarra Ranges Corporate Values

We are a values based organisation and behave in a way that is consistent with our organisational values:

Our Commitment

We inspire people to create a better future.

Our Vision

Whether you live here or visit, you will see how much we value our natural beauty, how connected our communities are, and how balanced growth makes this the best place in the world.

We Value



Trust



Empowerment



Innovation

We are committed to achieving excellence through improvement by applying the Business Excellence Framework.

3. Position Purpose

The role of Manager, Infrastructure Operations is responsible for the provision of functions and services that focus on civil infrastructure maintenance and improvements across the municipality. The department is composed of approximately 80 employees across two distinct business units:

- Stormwater Traffic and Transport
- Infrastructure Maintenance

The Infrastructure Operations Department is part of the Built Environment and Infrastructure Directorate and provides an important function in delivery of high quality services to the Council and community.

The key objectives of the Infrastructure Operations are to:

- Lead and manage the Infrastructure Operations Department and its resources to deliver quality, effective, responsive and efficient customer focused services.
- Provide strong, focussed and quality leadership to support the Council as a high performing, customer focussed organisation.
- Successfully manage an annual operating budget of \$18m and deliver an annual capital works program of \$25m.
- Promote a collaborative and high performing culture, supporting and driving efficiencies to deliver service excellence.

This position will be required to perform the role of Municipal Emergency Resource Officer and to undertake roles and activities related to Business Continuity and Emergency Management in preparation for and during times of crisis.

Yarra Ranges Council promotes the safety, wellbeing and inclusion of all children, including Indigenous children, children with a disability and children from culturally and/or linguistically diverse backgrounds. Council is committed to ensuring the protection of children against abuse, in line with the Victorian Child Safe Standards.

4. Key Responsibility Areas

Build High Performance Culture - *Develops an organisational culture that leads to ongoing excellence and effective growth of the business while maintaining the highest integrity.*

- Ensure the Infrastructure Operations Department reflects the strategic intent of the Council and achieves the organisation's goals and priority outcomes.
- Ensure that resources, development, direction and coaching feedback are provided to facilitate staff reaching agreed performance objectives.
- Lead the Infrastructure Operations Department with an objective of providing high quality services across the municipality, focusing on developing people and leadership, a positive organisation culture and continuous improvement.
- Attract, develop, and retain talented individuals to build a competitively superior organisation.
- Set high standards and accountability for ongoing excellence and business growth while maintaining the highest integrity.
- Provide timely guidance and feedback to ensure ongoing excellence, business growth, and high integrity.
- Contribute to an effective Health, Safety and Wellbeing culture throughout the organisation.

Build Strategic Partnerships and Relationships - *Builds strategic alliances and partnerships within the organisation to collaboratively execute business strategies.*

- Build strategic relationships with other teams or departments to collaboratively execute business strategies.

- Persuade strategic partners to take action that will advance shared business interests.
- Clearly communicate with internal partners in a way that motivates them to take action to collaboratively execute business strategies.
- Operate as a member of the Built Environment & Infrastructure Directorate's Leadership team and contribute to the development of strategy, policy and management processes of the directorate and the wider organization.
- Operate as a member of the Council's Corporate Leadership Team and contribute to the development of strategy, policy and management processes of the Council.
- Provide advice to Council, external organisations and the community on issues related to functions and services managed by Infrastructure Operations.
- Develop a network of contacts, maintain a strong knowledge base on keeping up to date with developments within local government, and best practice infrastructure maintenance and management.
- Develop and maintain strong working relationships with other Council Managers and partners to ensure open communication and sharing of knowledge.

Cultivate a Customer-Focused Culture - *Creates an environment in which products and processes are designed to ensure customer satisfaction; effectively incorporates customer perspectives in all business activities.*

- Make customer relationships and satisfaction the primary focus when delivering services and functions.
- Delegate responsibility and decision-making authority to ensure customer satisfaction.
- Set high standards and accountability for customer satisfaction.
- Create a culture of high performance and responsiveness in relation to the management of correspondence and customer service requests.

Drive Service Innovation - *Catalyses a culture that consistently generates innovative ideas, and services to create competitive advantage.*

- Encourage the initiation, implementation, and commitment to new ideas and services that will create competitive advantage.
- Delegate decision-making authority and task responsibilities to ensure service and idea innovations.
- Communicate and model a vision for service innovation in a way that motivates others to take action toward that vision.

Shape Organisational Strategy - *Develops a long-range course of action or set of goals to ensure successful realization of the organisation's vision.*

- Lead the development and implementation of the department's business plan including systems, policies, processes, and standards that are aligned with the Council's objectives and meet the requirements of relevant legislation and reflect best practice models.

- Commit to a long-term strategy to realise the organisation’s vision by analysing information, evaluating options, and selecting the best strategy.
- Utilise financial data to diagnose business strengths and weaknesses and identify the implications for potential strategies.
- Leverage business knowledge and experience to quickly evaluate the merit of potential organisational strategies.
- Communicate and model the organisation’s vision and values in a way that motivates others to take action to realise the vision.

5. Position Specific Specialisations

This position requires the application of specialist skills relating to the development, maintenance and construction of civil infrastructure. Particular experience, knowledge and expertise are required in relation to:

- Civil infrastructure design, construction and maintenance practices
- Capital works planning and asset management
- Traffic safety and management and transport planning
- Project and contract management
- Staff and resource management
- Budgeting and financial management
- Community engagement
- Legislative environment as it applies to the responsibilities of the position

6. Position Specific Qualifications/Memberships

This position will hold Tertiary qualifications in the field of Engineering or a related discipline.

7. Selection Criteria

The selection criteria for this position consist of the below core and position specific competencies (behaviours):

7.1 Core Organisational Competencies

Cultivating Networks

Initiating and maintaining strategic relationships with stakeholders inside and outside the organisation (e.g. customers, peers, cross-functional partners, external vendors, and alliance partners) to advance business goals.

Customer Focus

Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers’ and own organisation’s needs.

Leading Change

Identifying and driving organisational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalysing new approaches to improve results by transforming organisational culture, systems, or products/services.

Selling the Vision

Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.

Political Savvy

Actively maintaining a broad awareness of the internal and external environment by accurately perceiving organisational, political, and social dynamics; proactively navigating the stakeholder environment to avoid unwanted or unproductive reactions and consequences.

7.2 Position Specific Competencies

Business Savvy

Demonstrates a keen understanding of basic business operations and the organisational levers (systems, processes, departments, functions) that drive profitable growth; draws from personal experience to quickly evaluate business plans and processes to identify data or recommendations that need further investigation.

Coaching and Developing Others

Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.

Empowerment/Delegation

Sharing authority and responsibilities with others to move decision making and accountability downward through the organisation, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.

Establishing Strategic Direction

Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organisational values.

Influence

Creating and executing influence strategies that persuade key stakeholders to take action that will advance shared interests and business goals.

Passion for Results

Driving high standards for individual, team, and organisational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.

8. Conditions of Employment

Conditions of employment are in accordance with Senior Officer Contract of Employment and Corporate Code of Conduct.

Applicants will require the following:

- Police Check - renewal required every 5 years
- Psychometric Assessment
- Current Victorian Driver's licence
- Full COVID 19 Vaccination or approved medical exemption prior to commencement

Please refer to our website www.yarraranges.vic.gov.au for more information on our Corporate Values, Diversity and Inclusion, Emergency Management and Occupational Health and Safety.