

Position Title	Manager Operations
Classification	Senior Leadership Team / Package
People Leader	General Manager City Services
Division	City Services
Department	Operations
Key Relationships	Executive Leadership Team, Senior Leadership Team, Elected Members and all departments.

WE LIVE OUR VALUES

Respect

Treating everyone as we want to be treated, where all contributions are valued

Integrity

Fostering trust and honesty in all of our interactions

Achievement

Enhancing our knowledge and performance to reach our shared goals, while being dedicated to supporting one another

Innovation

Encouraging new ideas, and learning from our experience to do things better

Our Purpose

To improve our residents' quality of life; continuously, smartly and efficiently.

Six themes in our Community Vision represent the shared value and aspirations that will guide how our city develops – liveable, valuing nature, engaged, prosperous, innovative and connected.

City of Marion Values

Our values are critical to us as they help drive behaviours that will enable us to achieve the Council's vision.

With the community and safety at the forefront of everything we do, Marion values:

Respect, Integrity, Achievement, Innovation

OUR COMMUNITY VISION



Purpose

The Manager for Operations will provide outstanding leadership in a multifaceted Department through infrastructure and open space assets as well as supporting all operational elements of the organisation to succeed.

The primary objective of this position is to lead and direct your team to deliver sustainable infrastructure and open space plans, programs and projects that work towards a long term community vision in response to local needs.

You will be an influential front-runner working in collaboration with the organisation to meet key requirements in shaping infrastructure and open space assets.

Strong communication skills and ability to maintain solid relationships with internal and external stakeholders will be vital to this role.

As a leader of the organisation, you will have the customer, community and safety at the forefront of all you do, to provide the highest level of service both externally and internally.

Key Outcomes

- Significant contribution to the initiation, development and implementation of the organisation's strategic direction by providing high level thinking and advice to the Executive Leadership Team, Senior Leadership Team and Council, to support the development of key strategies and policies aimed at horticulture/infrastructure construction and maintenance. Short and long term plans, programs and projects based on sustainability, best practice, risk management and economic rationale.
- Influence and coach others by modelling high performance and alignment with cultural values, ethics and vision that supports the attainment of the organisation's strategic vision.
- Foster and lead a team culture focused on developing and enhancing environmentally sensitive solutions to open space and civil works.
- Promote and deliver strong customer service to external clients and internal departments including City Activation, City Property, Engineering, Assets and Environmental.
- Initiate and deliver infrastructure and open space asset projects and unit programs.
- Be an innovative and dynamic leader.
- Liaise and maintain strong relationships, and influence policy development and services with strategic partners and external organisations.
- Collaborate effectively with other departments and respond to the needs of Elected Members.
- Undertake human resource activities associated with workforce planning, recruitment, learning and development and individual performance development reviews with team members.
- Prepare and coordinate reports, information for briefings and business cases.
- Actively seek new opportunities for grants and possible tenders.
- Ensure that open space, civil services and operational support operates within budget requirements to meet work area plans.
- Ensure the management of operational risk and implement risk management processes within the business unit.
- Ensure all Work, Health and Safety legislation and regulation obligations are met by modelling and promoting "Think Safe Live Well" philosophy for all staff, members of the public, Elected Members.
- Undertake activities associated with Return to Work practices.
- Embrace ethical and moral behavior and report any suspected instances of fraud and/or corruption in accordance with Fraud and Corruption Management and the Code of Conduct.

- All other accountabilities as required.

Person Specification

Essential Requirements

- Australian residency.
- Advanced communication skills both written and verbal.

Qualifications

- Obtained a degree or certificate in Business Management or related discipline.

Leadership Capabilities

- Collaborative Relationships.
- Empower staff.
- Resilience.
- Responsiveness in decision making.
- Communicate with Influence and Authenticity.
- Self-awareness.
- Agility.
- Vision and Strategic Thinking.

Skills, Knowledge and Experience

- Initiate and lead change to business operations and strategy implementation.
- Effectively manage employees through continuous support and performance improvement.
- High level of customer service delivery and stakeholder management skills.
- Comprehensive knowledge in management of strategic programs to achieve desired outcomes.
- High level of knowledge and advanced experience in operations and business management.
- Demonstrated understanding of financial principles to manage budget requirements.
- Effective time management skills and flexible to changing priorities/ environments.
- Ability to delegate work and provide positive direction to staff.
- Experience with Project Management and ability to meet deadlines.
- Sound report writing skills and ability to summarise outcomes.
- Positive and responsive to job requirements.

Personal Attributes

- Role model the City of Marion Values.
- Energetic and inspiring leader who enjoys developing people and teams.
- People person who relates well to people at all levels.
- Passionate about the vibrancy of Cities and their social and economic impact.
- Ability to create vision and inspire staff to achieve and deliver projects and programs.
- Encourages innovation and engages with risk.
- Thinks broadly and solution focused.
- Ability to act decisively in a political and complex environment of ambiguity and multiple stakeholders.
- Ability to influence others to manage their projects in accordance with best practice standards and

meeting Council guidelines and processes.

- Ability to operate in an environment of uncertainty and incomplete information and make well-reasoned decisions.
- Politically and commercially astute

Desired Requirements

Qualifications

- A tertiary qualification in engineering, horticulture business or related discipline.

Skills, Knowledge and Experience

- Experience in leading multidisciplinary teams to achieve agreed objectives in a horticultural and/or civil engineering context.
- Strong analytical, conceptual and decision making skills.
- Demonstrated ability to lead and facilitate change management.

Special Conditions

- Out of hours work including weekend and evenings will be required.
- Attendance at Council meetings (after hours) may be required.
- Current Driver’s Licence.

Position Description Confirmation and Acknowledgement

New Employee Acknowledgement

By signing the ‘City of Marion Employment Acceptance Statement’ in your Letter of Offer, you are agreeing to the Position Description attached to your Offer.

Employee Name:	Signature	Date
Leader Name:	Signature	Date
HR Name:	Signature	Date