

Manager Asset Maintenance

Position Number:	40056
Division:	Infrastructure Services
Reporting To:	Director Infrastructure Services
Direct Reports:	3
Industrial Instruments:	Contract

At Cassowary Coast Regional Council, we are guided by our core values of Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter. Our vision “Cassowary Coast: the Most Liveable Tropical Community” reflects our deep pride in serving this unique region.

ABOUT THE POSITION

Council’s leadership team have several key focus areas: Healthy Communities, Liveable Places, Sustainable Environments, Thriving Economy and Good Governance. Through these key strategic pillars and as part of the Senior Leadership team this role will drive effective work practices, a safe work environment and the transformation of culture, to develop and maintain an engaged work environment with a community and customer focus.

Working at both strategic and operational levels, the Manager Asset Maintenance leads the delivery, optimisation and continuous improvement of maintenance services across Council’s transport, stormwater, marine, open spaces, and precinct assets. The position is responsible for ensuring maintenance activities are delivered safely, efficiently and in accordance with adopted service levels, while continually seeking opportunities to improve productivity, service outcomes and value for money.

Key Result Areas

- High performing teams with a customer centric focus, delivering service in accordance with Councils Vision and Values
- Demonstrated leadership and support of Council’s Work Health and Safety Policy, systems and behaviours and employee relations processes
- Maintenance is delivered in a manner that reduces network risk at the lowest possible cost
- Best value service delivery is achieved by the optimisation of team and crew structures
- Service delivery models are routinely reviewed to ensure maintenance activities are delivered using the most effective and efficient combination of internal and external resources.
- Maintenance and operational programs deliver measurable improvements in productivity, service levels, customer outcomes and asset performance.
- Maintenance practices and operational standards are continually improved to optimise asset performance, network resilience and value for money.

- Team Leadership capabilities are reviewed and development plans are achieving behavioural competency consistent with the Workforce Capability Success Profile, Council's Vision and Values
- Mobility solutions and work management systems are utilised and continually improved to optimise work scheduling, resource allocation, field productivity and maintenance service delivery outcomes.

Key Accountabilities

- Provide leadership and direction to the Asset Maintenance teams to deliver safe, efficient and customer-focused maintenance and operational services across Council's transport, stormwater, marine, open spaces, and precinct asset portfolios.
- Work collaboratively with Asset Engineering and other stakeholders in the development of annual operational and capital works programs and budgets, and lead the efficient delivery of approved programs through the effective allocation of resources to achieve agreed service levels, performance targets and community outcomes.
- Lead the continual optimisation of maintenance delivery through the review of service delivery models, workforce structures, contractor arrangements, work practices and resource allocation.
- Ensure maintenance activities are delivered in a manner that manages network risk, supports asset performance and achieves value for money.
- Monitor and drive improvements in productivity, utilisation, cost performance and service delivery outcomes across maintenance operations.
- Lead the effective scheduling, coordination and delivery of maintenance activities through the utilisation of mobility solutions, work management systems and data-driven decision making.
- Collaborate with Asset Engineering and other internal stakeholders to ensure maintenance programs are informed by asset condition, risk, lifecycle requirements and adopted levels of service.
- Ensure operational insights, asset condition information and maintenance outcomes are effectively captured and communicated to support evidence-based asset management and investment decisions.
- Promote and implement contemporary maintenance practices and continuous improvement initiatives that enhance service delivery, asset performance, network resilience and value for money.
- Develop the capability of direct reports and their respective teams through coaching, performance management, succession planning and professional development.
- Foster a positive, accountable and safety-focused workplace culture consistent with Council's Vision, Values and behavioural expectations.
- Ensure the efficient utilisation of plant, equipment, materials and contractor resources in the delivery of maintenance and operational services.
- Optimising works planning and delivery to achieve consistency and improvement in service delivery standards
- Development and implementation of policies and procedures for maintenance of Council's assets and related services
- Develop and present reports, recommendations and information to the Executive Leadership Team, Council, community groups and other stakeholders as required.
- Represent Council as the Principal's Representative and fulfil contract management responsibilities in accordance with Council policies, delegations and legislative requirements.

- Research, evaluate and implement innovative technologies, systems and practices that improve operational efficiency, maintenance outcomes and customer service.
- Comply with all Council policies, procedures and statutory obligations and undertake other duties as directed by the Director Infrastructure Services that are within the scope of the position and are within the incumbent's skills, competence and training.

ABOUT YOU

As member of the Leadership team at Cassowary Coast Regional Council you will model, and influence behaviours aligned with Council's Values of Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter and the Code of Conduct for Council Employees in all interactions with internal and external stakeholders.

The leadership competencies you will demonstrate that are specific to this position include:

Vision

Lead strategically	<i>think critically & act on the broader purpose of the system</i>
Stimulate ideas & innovation	<i>gather insights & embrace new ideas & innovation to inform future practice</i>
Lead change in complex environments	<i>embrace change & lead with focus and optimism in an environment of complexity and ambiguity</i>
Make insightful decisions	<i>make considered, ethical & courageous decisions based on insight into the broader context</i>

Results

Develop & mobilise talent	<i>strengthen & mobilise the unique talents & capabilities of the workforce</i>
Build enduring relationships	<i>build & sustain relationships to enable collaborative delivery of customer-focused outcomes</i>
Inspire others	<i>inspire others by driving clarity, engagement, & a sense of purpose</i>
Drive accountability & outcomes	<i>demonstrates accountability for the execution & quality of results through professionalism, persistence and transparency</i>

Accountability

Foster a healthy & inclusive workplace	<i>foster an inclusive workplace where health, safety & wellbeing are promoted & prioritised</i>
Pursue continual growth	<i>pursue opportunities for growth through agile learning & development of self-awareness</i>
Demonstrate sound governance	<i>maintain a high standard of practice through governance & risk management</i>

Skills and experience

You will have:

Essential

- Appropriate qualifications combined with extensive experience, expertise and competence sufficient to perform position duties
- Demonstrated experience in the management, delivery and optimisation of maintenance services across diverse infrastructure asset classes
- Demonstrated ability to provide effective leadership and development of team members, including career development and performance management

- Sound financial management skills, including the development and management of operational and capital budgets
- Demonstrated ability to identify and implement operational efficiencies and service improvements that enhance productivity, asset performance and value for money
- Demonstrated ability to evaluate and optimise service delivery models, workforce structures and resource allocation to achieve organisational objectives
- Highly effective communication, mediation, conflict resolution and negotiation skills and the ability to establish and maintain productive relationships with internal and external stakeholders
- Well-developed Information Technology skills
- Well-developed analytical and investigative skills, with the ability to think laterally and solve complex operational problems
- Demonstrated experience in the management of service delivery contracts and contractor performance
- Sound knowledge of Work Health and Safety responsibilities relevant to a PCBU and Human Resource management practices
- Demonstrated experience in the development, implementation and continuous improvement of maintenance practices, operational standards and service delivery outcomes
- Demonstrated ability to work collaboratively with technical, planning and operational stakeholders to achieve integrated asset management and service delivery outcomes
- Ability to demonstrate behavioural competencies
- Current “C” Class Driver Licence

Desirable

- Bachelor of Engineering
- Highly developed project management skills

OUR ORGANISATIONAL EXPECTATIONS

▪ **Equity and diversity**

We are an equal opportunity employer and actively encourage diversity

We recognise the unique contribution First Nation people make to our workplace and our community and we strive to strengthen and develop connections through understanding, learning, and seeking opportunities to support a community connected to culture and Country.

▪ **Work Health and Safety**

All employees are required to adhere to Council’s Work Health and Safety Policy Statement and be committed to maintaining a healthy and safe work environment.