

Position Description



Principal Civil Operations

Position Number:	40071
Division:	Infrastructure Services
Reporting to:	Manager Asset Maintenance
Direct reports:	3
Industrial Instruments:	Queensland Local Government Industry Stream A Award - State 2017 & Cassowary Coast Regional Council Certified Agreement
Level:	7

At Cassowary Coast Regional Council, we are guided by our core values of Make it Better, Grow our Own, Work Smarter, Be Courageous, Accountable to our Community. We demonstrate these values through our key organisational commitments to leadership, communication, performance, and teamwork.

ABOUT THE ROLE

Council's leadership team has several key focus areas: Healthy Communities, Liveable Places, Sustainable Environments, Thriving Economy and Good Governance. Through these key focus areas and as part of the 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.

The Principal Civil Operations, reporting directly to the Manager Asset Maintenance, will work to achieve the provision of best value for Council through a planned and scheduled regime of activities conducted by the Asset Maintenance teams on Councils' Civil infrastructure.

The Principal Civil Operations will apply extensive technical knowledge to oversee the planning and scheduling program at Council and ensure it is reviewed and updated in line with requirements. The role will draw on an extensive knowledge of assets, asset classes, appropriate treatments, interventions, legislation, regulations, codes, and Australian standards to make decisions regarding resourcing requirements, duration of works, scope of works, service level agreements and contracted arrangements.

Key Result Areas

- The planning and scheduling program is followed, and feedback is considered regarding service delivery
- Minimum standards for work are identified, communicated, and followed by the Civil Operation team
- Preparation and implementation of Operational Plan targets for the section covering delivery of services consistent with corporate objectives and management responsibilities
- Activities, tasks and contracted works are assessed against the risk management framework; decisions are informed, costed and delivered in accordance with requirements
- Contractors are assessed and monitored against performance criteria when appointed to conduct work on behalf of Council

- Projects are delivered to approved specifications and standards, and within approved timeframes and budget and Project Management Plans are developed and delivered in accordance with Cassowary Coast Regional Council Project Management Framework
- Employees work in teams and are responsive and flexible in their approach to service delivery and are trained, coached and multi skilled regarding the maintenance of relevant assets
- All Workplace Health and Safety legislation, Quality Assurance, Environmental Management Plans and associated corporate policies, procedures and administrative directives are followed
- Staff work to their full potential; performance management and inappropriate behaviour is actively addressed and rectified

Key Accountabilities

- In conjunction with the Manager Asset Maintenance and Technical Officers, develop detailed written scopes and schedules, including risk management provisions, for maintenance works undertaken by Civil Operations.
- Provide technical and operational leadership in the planning and delivery of sealed and unsealed road maintenance, including bitumen sealing, pavement maintenance, drainage, gravel re-sheeting and associated civil infrastructure works.
- Provide resource solutions and processes which drive the efficient and effective use of Council's workforce, plant, materials and external resources to optimise productivity and identify cost saving opportunities.
- Drive performance improvement through efficient and effective operations management, proactively embedding improved processes and championing continuous improvement and positive workplace culture.
- Manage and continually review the efficiency and effectiveness of maintenance activities, measured through appropriate performance indicators including response times, productivity and unit rates, and report on outcomes.
- Monitor and optimise the use of internal plant, equipment and materials, and make recommendations on changes to plant assets, resource allocation and work practices to improve efficiency, productivity and value for money.
- In conjunction with the Manager Asset Maintenance, develop and implement workforce and succession plans for the Civil Operations team.
- Provide technical expertise to the Manager Asset Maintenance to achieve a systematic, planned and scheduled approach to works undertaken on assets within the Civil Operations portfolio.
- Ensure scheduled activities are achieved and that work programs, resource allocation, time allowances and work practices reflect community needs, asset requirements and agreed service levels.
- Resolve technical and operational issues by providing guidance on scope of works, plant, materials and resources required, cost of works, maintenance versus replacement options and timeframes for completion.
- Manage contractors engaged by Council to ensure they deliver the required level of service and provide value for money. This includes inspections and audits, monitoring performance, certifying works and accepting completed works and new assets to a standard that mitigates risk and ongoing costs to Council.
- Manage allocated projects in accordance with Council's project management framework, applying best practice approaches to planning, procurement, governance, contract management, risk management, stakeholder management and project delivery.
- Define the scope, priorities, deliverables, resources and timeframes for allocated projects and ensure projects are effectively planned and delivered.
- Develop and maintain project management plans, schedules, risk registers, budgets and appropriate governance arrangements in accordance with Council's Project Management Framework.
- Monitor project performance against agreed scope, budget, timeframes and quality requirements, utilising appropriate KPIs, systems and reporting processes.

- Identify and implement opportunities to improve project and operational outcomes and make recommendations to the Manager Asset Maintenance where required.
- Undertake tender evaluations, participate in tender selection panels and make appropriate recommendations in accordance with Council's procurement requirements.
- Manage the Civil Operations budget, including monitoring expenditure, forecasting, cost control and reporting, to ensure resources are effectively utilised and financial objectives are achieved.
- Monitor team performance and communicate with individuals regarding their contribution to team performance, workplace behaviours, communication and customer service expectations. Provide coaching and support to promote a high-performing and collaborative team environment.
- Develop technical competencies within the Civil Operations team and ensure employees are adequately trained, skilled and qualified to undertake activities within the approved work program. Identify and support training and development opportunities aligned with current and future business needs.
- Ensure Civil Operations activities are planned and undertaken in accordance with relevant workplace health and safety, risk management, environmental and legislative requirements, promoting a strong safety culture and safe systems of work.
- Work collaboratively with internal and external stakeholders to resolve operational issues and ensure Civil Operations activities meet Council, community and agreed service level requirements.
- Identify, develop and implement opportunities to improve productivity, efficiency, work practices and service delivery through the effective use of people, plant, materials, technology and contractors.
- Provide technical and operational support for the planning and delivery of disaster recovery and resilience works, where required, ensuring works are appropriately scoped, documented and delivered in accordance with relevant funding and compliance requirements.
- Undertake any other duties, projects or tasks as directed which generally fall within the scope of this role.

ABOUT YOU

As a leader at Cassowary Coast Regional Council you will model, and influence behaviours and commitments aligned with Council's Values of Make it Better, Grow our Own, Work Smarter, Be Courageous, Accountable to our Community 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 role 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

- Certificate IV or higher in Civil Construction and/or extensive experience in a similar role leading a high-performing, multi-disciplinary team
- Extensive knowledge and experience in civil infrastructure maintenance programs, practices and techniques
- Extensive knowledge and practical experience in unsealed road maintenance practices, including grading, drainage, pavement maintenance and gravel resheeting
- Extensive knowledge and practical experience in bitumen sealing and sealed road maintenance practices, including pavement preparation, spray sealing, aggregate selection, application and quality control
- Demonstrated experience and knowledge in civil construction and maintenance, including the ability to provide technical advice and support to operational teams
- Demonstrated experience in the planning, coordination and delivery of civil infrastructure projects
- Demonstrated ability to develop, implement and monitor operational work programs to achieve agreed service levels and outcomes
- Demonstrated ability to manage budgets, expenditure and cost control systems, with an understanding of value for money and resource optimisation
- Strong planning, organisational and prioritisation skills, with the ability to manage competing operational demands and respond to changing priorities
- Demonstrated ability to lead, develop and support a high-performing operational team, including performance management, workforce planning and succession planning
- Demonstrated knowledge and commitment to workplace health and safety, including the implementation of safe work practices, risk management and compliance requirements
- Developed and proven stakeholder engagement, negotiation, communication and problem-solving skills
- Demonstrated ability to work effectively with internal stakeholders, contractors, consultants, community representatives and other levels of government
- Demonstrated knowledge and experience in the procurement and management of contractors, plant and external resources, including monitoring performance, costs and service outcomes
- Demonstrated ability to identify opportunities for improved productivity, efficiency and service delivery through effective use of Council resources
- Demonstrated ability to interpret technical information, assess operational issues and provide sound, practical recommendations
- Current "C" class Queensland driver's licence

Desirable:

- Diploma of Project Management
- Diploma of Civil Construction Management or equivalent
- Experience and knowledge of local government policies, procedures and relevant statutory and regulatory requirements
- Experience in the management and delivery of disaster recovery and/or disaster resilience infrastructure programs

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 Councils Work Health and Safety Policy Statement and be committed to maintaining a healthy and safe work environment.