



CANDIDATE PACK

# Manager Urban Infrastructure

Balonne Shire Council



## CONTACT

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[Attachment: Position Description](#)

We respectfully acknowledge the traditional custodians of the land and waters, on which we work, live and play. We pay respect to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



# The Role

The Manager Urban Infrastructure leads the delivery of construction and maintenance services of water, sewerage, urban infrastructure (including parks and gardens and pool infrastructure) for the Balonne community and leads a team of one senior supervisor, contract pool lessee and broader operational work groups.

The successful candidate will possess strong operational leadership and people management capabilities, in addition to having strong technical abilities in the water and sewerage sector.

Council is seeking an urban infrastructure management leader with qualifications in a relevant technical field and expertise in the optimisation of water distribution systems, project management and the ability to optimise water treatment processes.

This is a key leadership role and council is offering a competitive remuneration package, including vehicle for private use. The Balonne Shire Council is an organisation that values its people, its community and provides high quality services to the local region.



## Key Responsibilities

- Provide leadership to the urban infrastructure team in the planning and delivery of its services.
- Monitor, manage and provide technical support for Council infrastructure projects and programs.
- Proactively manage performance trends, focusing on risk, quality and compliance.
- Delivering allocated capital works programs.
- Develop, implement and monitor environmentally sustainable work practices.
- Stakeholder engagement, building strong and collaborative relationships with internal and external stakeholders, business industry bodies and regulators.
- Investigate and plan the optimisation of water distribution systems.
- Review and improve the operations and maintenance activities through monitoring, benchmarking and implementing system improvements.

## Relationships

- Work with key stakeholders, negotiating and influencing to promote and embed the organisation's urban infrastructure strategies.
- Proactively network with industry bodies and regulatory organisations.
- Work collaboratively with community representatives when providing solutions to complaints or network issues.
- Develop strong working relationships with senior management and key stakeholders.



## Opportunities and Challenges

- Provide leadership, expertise and development for the entire urban infrastructure operational team.
- Contribute as the technical leader of the long-term strategy and continued development of council's water and sewerage assets and services.
- Provide strategic leadership for the town, parks and gardens and pool services operations.
- Promote commercial opportunities through the provision of technical support and delivery of works to external organisations.
- Opportunity to develop your career within a supportive organisation.
- Develop strategies to enable a proactive approach to water and sewerage service delivery, safety and compliance.



## Leadership

The council is seeking a senior technical professional who offers high level advice and guidance in the management of council's urban infrastructure operations and is a hands-on manager who leads and motivates from the front.

- Inspire direction and purpose in leading and developing an operational team.
- Create compelling cases for change, actively promote business improvement, lead change initiatives and change processes.
- Promote an organisational culture that actively seeks opportunities for positive customer outcomes.
- Drive a culture of high performance and safety culture.

# Resources

- Ensure the consistent and appropriate establishment, compliance and monitoring of the council's management systems.
- Lead and manage mandatory monitoring and reporting functions for related infrastructure and services.
- Detailed knowledge of contamination control practices in the water and wastewater industry.
- Sound knowledge of the Environmental Protection Act and its application to the environmental management of water and wastewater functions.
- Develop subject matter expertise in the council's water and sewerage management operations.
- Align systems and processes to encourage improved performance and outcomes.
- Experience in operating water distribution systems.
- Demonstrated abilities to manage operational and project budgets.
- Experience in project management.





## Qualifications, Skills & Attributes

- Tertiary qualifications in an engineering or related discipline, and or extensive professional experience working in water and sewerage, and town infrastructure and operations.
- RPEQ – desirable but not essential.
- Organisational leadership and people management skills, cultural awareness and the ability to plan, prioritise and deliver key objectives effectively.
- Substantial experience in a similar role.
- Team player who will work with and, where required, mentor staff and share knowledge with peers.
- Structured, responsible, accountable and has a strong customer focus (Internal and external).





## Council Employee Benefits

The Balonne Shire Council employee benefits include:

- Generous base salary up to \$130 000.
- Up to 13% Super.
- Vehicle.
- 5 Weeks' Annual Leave.
- Long Service Leave.
- Relocation Assistance.
- Accommodation Allowance.
- Relevant industry memberships will be supported.
- Ability for professional growth
- Ability to salary sacrifice.
- Progressive Council, always looking at opportunities to grow and develop their staff.
- Outstanding opportunity to develop your local government career.



# About Council

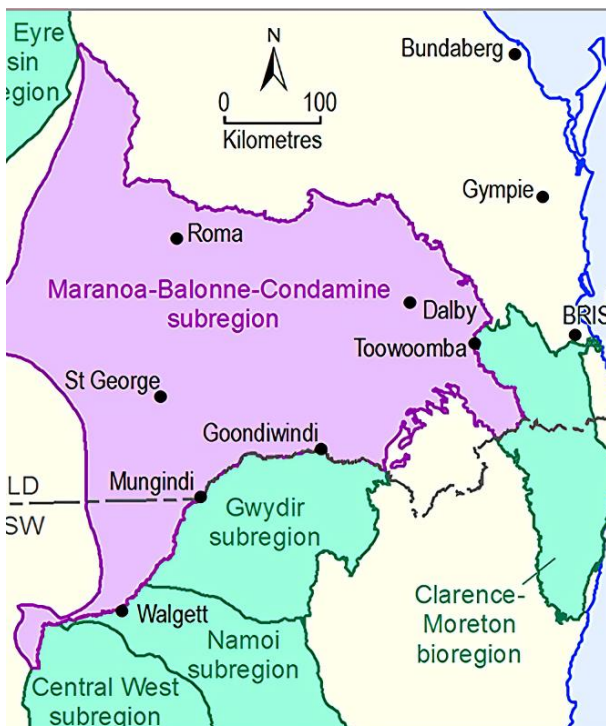
Balonne Shire is in Queensland, about 500km inland from Brisbane, and just above the New South Wales border. It covers an area of more than 31,000km<sup>2</sup>.

Four thousand five hundred residents call one of the shire's seven communities' home – St George, Thallon, Dirranbandi, Bollon, Nindigully, Mungindi, and Hebel.

The neighbouring regional centre of Toowoomba is a four-hour drive to the east, while the towns of Roma and Goondiwindi are within two hours.

The Balonne Shire has been historically known as “River Country” as several rivers converge before flowing south into the Murray Darling System.

The elected Council consists of 7 Councillors with council administration led by the Chief Executive Officer.



## Links to Council Information



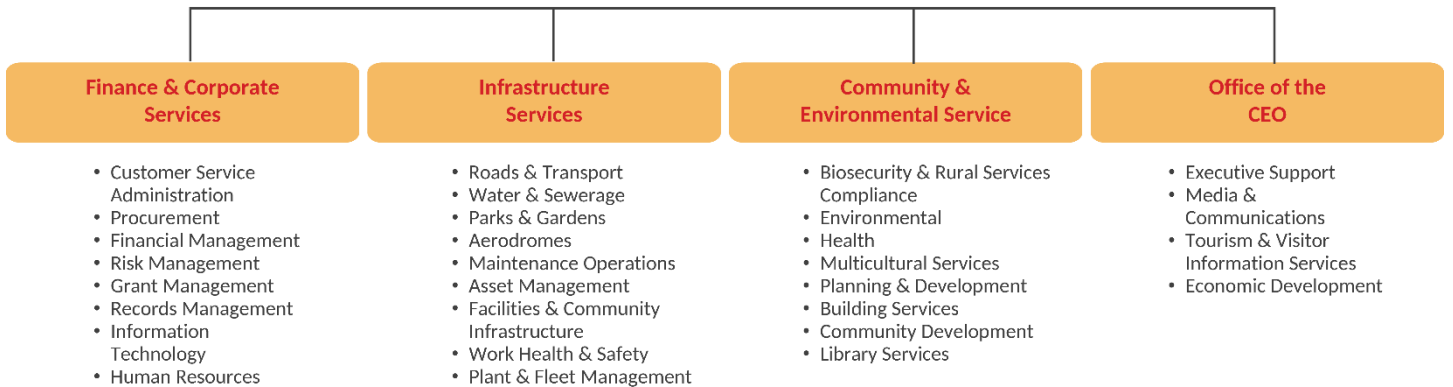
# Organisational Structure



**Balonne Shire Mayor and Councillors**



**Chief Executive Officer**





### **Housing**

The cost of housing in Balonne is affordable with the median house price of \$225,000, and median rent is \$270 per week.



### **Educational Facilities**

There are several schooling options in Balonne with several state and private primary and high schools readily accessible in the area. Tertiary education is also nearby with the Country University Centre in St George and a TAFE, University of South Australia, Whyalla Campus, and the University of Adelaide Rural Clinical school.



### **Healthcare**

A wide range of health services and facilities are available, and the St George Hospital offers excellent health care to the region.



# Living in the Region



## Things to Do

The region has surprising diversity and unique attractions and is rich in native bird and animal life, vast waterways, and historic buildings. Every town is situated beside a river. A major attraction of the region is the giant silos featuring the stunning "Watering Hole" mural which are landmarks of the nearby town of Thallon.



## Leisure Facilities

There is a large range of sporting clubs available for both children and adults including swimming, rugby, golf, and tennis, just to name a few. The great outdoors is a popular pastime, with swimming on the Balonne River, fishing, boating, water-skiing, and camping. There are also hot springs in Mungindi and St George.



## Getting Around

Getting around is easy, and everything you need is within walking distance. Balonne is over 500km from Brisbane, the nearest major urban centre. There are twice-weekly air services from Brisbane, Toowoomba, Cunnamallu, and Thargomindah to St George. Alternatively, a 2-hour drive to Roma has daily services to Brisbane.

# Discover Balonne



# Recruitment Process



## How To Apply?

Please submit your application via the Leading Roles website.

Please upload:

- Your CV
- A covering letter addressing the criteria below



## Selection Criteria

- Tertiary qualifications in an Engineering or related discipline, and or extensive experience working in a similar role.
- Demonstrated leadership, organisational and people management skills.
- Demonstrated experience in the delivery of water and wastewater capital and maintenance programmes.
- Sound knowledge of Australian Drinking Water Guidelines.
- Effective communication skills, written, oral and stakeholder engagement.



## Applications Open

- Week Commencing  
Monday 15 May 2023



## Closing Date of Applications

- 5pm Monday 12 June 2023



## Initial Assessment

- Week Commencing 12 June 2023



## Council Interviews

- TBD

\*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

# Application for Assessment, Shortlisting and Interviews

Leading Roles and the council will determine a shortlist of suitable candidates, and will arrange interviews with council's interview panel, depending on candidate and council staff availability.

The council may require their preferred candidates to undergo psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following selection of a preferred candidate the council may require a number of further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at offer stage.

## Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. But it will not be given to any other person or agency unless you have given us permission, or we are required by law.





# Rob Maxwell


## Your Senior Talent Consultant



Rob is a senior recruitment specialist, whose experience spans over 20 years. He has held senior roles in the private, public sectors and resources sector. Since joining Leading Roles in 2017, Rob specialises in developing recruitment project campaigns for engineering, infrastructure, technical and specialist roles.

In addition to Rob's recruitment leadership experience, he has an excellent understanding of the HR/IR operating environment. Rob takes pride in delivering a quality service that is founded on honesty, reliability and a high customer focus.

### CONTACT

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# Leading Roles

People ▶ Performance ▶ Partners

APPLY NOW AT [WWW.LEADINGROLES.COM.AU](http://WWW.LEADINGROLES.COM.AU)



For the People  
*Salonne*  
Shire Council

For the People  
*Salonne*  
Shire Council





ATTACHMENT

# Position Description

## Position Description – Manager Urban Infrastructure

POSITION DETAILS	
<b>DEPARTMENT:</b>	Infrastructure Services
<b>POSITION:</b>	Manager Urban Infrastructure
<b>REPORTS TO:</b>	Director Infrastructure Services
<b>DIRECT REPORTS:</b>	<ul style="list-style-type: none"> <li>• Senior Towns Supervisor</li> <li>• Pool Manager (or Contractor)</li> </ul>
<b>PRINCIPAL LOCATION:</b>	Council Depot, 193-199 Grey Street, St George
<b>EMPLOYMENT BASIS:</b>	Contract – 5 years
<b>POSITION PURPOSE:</b>	The <b>Manager Urban Infrastructure</b> is responsible for delivery of construction and maintenance services for water, sewerage, parks & gardens, town, and pool infrastructure including reporting and analysis.

POSITION REQUIREMENTS (section criteria)		
TYPE	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. Tertiary qualifications in an engineering or related discipline, and or extensive professional experience working in water and sewerage, and town infrastructure and operations</li> <li>2. Current C Class open driver's licence</li> </ol>	1. Accredited RPEQ
<b>SKILLS</b>	<ol style="list-style-type: none"> <li>1. Staff management skills, with exposure to performance management and planning</li> <li>2. Demonstrable high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment</li> <li>3. Highly developed computer skills, including proficiency using the Microsoft Office suite and MS Project</li> </ol>	
<b>EXPERIENCE</b>	<ol style="list-style-type: none"> <li>4. Extensive operations and construction experience demonstrating high levels of technical and organisational leadership in delivering water, sewerage, town and pool infrastructure construction and maintenance services.</li> <li>5. Experience in maintenance and asset management systems and processes</li> <li>6. Managing maintenance programs to ensure conformity with Asset Management Plans.</li> </ol>	<ol style="list-style-type: none"> <li>2. Project management experience, including managing contracts, procurements and budgets.</li> <li>3. Experience in a local authority</li> </ol>

IMMUNISATION REQUIREMENTS			
The ticked boxes indicate the immunisations required for this role in accordance with the <b>BAL-1044 Immunisation Procedure</b> .			
<input type="checkbox"/> Influenza	<input type="checkbox"/> Hepatitis A	<input type="checkbox"/> Varicella (chickenpox)	<input type="checkbox"/> Pertussis (whooping cough)
<input type="checkbox"/> Tetanus	<input type="checkbox"/> Hepatitis B	<input type="checkbox"/> MMR	<input type="checkbox"/> Rabies
<input type="checkbox"/> Q Fever	<input type="checkbox"/> Other:		

POSITION KPI's
Authorised to deliver the accountabilities required of the <b>Manager Urban Infrastructure</b> including meeting generic and specific objectives and associated key performance indicators (KPIs). Key performance indicators for the position are developed in consultation with the employee as part of their annual performance appraisal.

# Position Description – Manager Urban Infrastructure

<b>AUTHORITY/DELEGATION</b>
Works independently, as well as in a team, within general guidelines and objectives provided by the Director Infrastructure Services. This position has delegated purchasing authority in accordance with <b>Council's Delegation Register</b> .
<b>RESPONSIBILITIES</b>
<b>INHERENT RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• To work in a competent, professional, and ethical manner at all times, respecting clients and fellow workers.</li> <li>• Work in a safe manner at all times and report any workplace risks.</li> <li>• To comply with all Council policies, practices and procedures and fulfill Council reporting functions as required.</li> <li>• Communicate all health and safety matters to supervisors where applicable.</li> <li>• To be punctual and reliable</li> <li>• To report problems or difficulties encountered</li> <li>• Contribute to the Council with suggestions for improvement</li> <li>• Monitor personal qualifications and licences to ensure currency</li> <li>• All council employees are bound by the <i>Local Government Act 2009</i> to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Code of Conduct and relevant policies, procedures and protocols as may be applicable.</li> <li>• Communicate reliably and regularly, especially when working alone.</li> <li>• Be environmentally responsible by minimising wastage without compromising safety or effectiveness</li> </ul>
<b>KEY RESPONSIBILITIES</b>
<p>The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities include but are not limited to:</p> <p><b>Specialist Infrastructure Management</b></p> <ul style="list-style-type: none"> <li>○ Monitor, manage and provide technical support in water, sewerage, parks &amp; gardens, town, and pool operations to achieve Council's operational and maintenance requirements (including mandatory monitoring and reporting).</li> <li>○ Promptly respond to and manage identified problems and/or non-conformance issues (including incident mgt)</li> <li>○ Monitor, manage and provide technical support for Council infrastructure projects and programs</li> <li>○ Deliver allocated capital works program (scope, cost, schedule, and quality)</li> <li>○ Promote commercial opportunities through provision of technical support or delivery of works to external organisations/private works.</li> <li>○ Review and improve the operations and maintenance activities through a process of monitoring, benchmarking, and developing and implementing improvements</li> </ul> <p><b>Staff Management</b></p> <ul style="list-style-type: none"> <li>○ Provide leadership and direction to direct report employees</li> <li>○ Mentor and develop direct report employees to encourage high standards of professionalism, performance, integrity, and ethical conduct</li> <li>○ Proactively monitor team performance and implement performance management strategies as required build positive relationships through the various levels of Council, both politically and operationally.</li> <li>○ Perform other duties within your capabilities as directed.</li> </ul>
<b>MANAGEMENT SYSTEMS RESPONSIBILITIES</b>
<p><b>Organisational Continuous Improvement &amp; Quality Management</b></p> <ul style="list-style-type: none"> <li>• Willingness and ability to adapt to challenge and opportunities, for example: <ul style="list-style-type: none"> <li>- changing workforce capabilities through multiskilling, succession planning, knowledge management</li> <li>- changing technologies and operational procedures by expanding your knowledge of future trends and required competencies</li> </ul> </li> <li>• Willingness and ability to set the example and live by Council's values</li> </ul>

## Position Description – Manager Urban Infrastructure

- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self
- Willingness to actively participate in all training provided
- Willingness to occasionally camp out in other towns as work dictates

### Work Health & Safety (WHS) and Risk Management

- Be responsible and accountable for adhering to the WHS Obligation & Responsibility Statements applicable to the position. A copy of the current Obligations and Responsibility Statement will be provided as part of induction. All safety documentation is available in Council's safety management system
- Be responsible for applying WHS to daily tasks performed in the workplace including completion of risk assessments
- Undertake a vaccination risk assessment and ensure required vaccinations are completed
- Ensure compliance with COVID Safe Plans as applicable
- Maintain knowledge of safe work procedures in relations to maintenance and construction work
- Report all matters beyond your authority promptly
- Take all practical measures to ensure that your workplace is safe and without risk to health or property

### MANAGEMENT RESPONSIBILITIES

#### Communication & Interpersonal

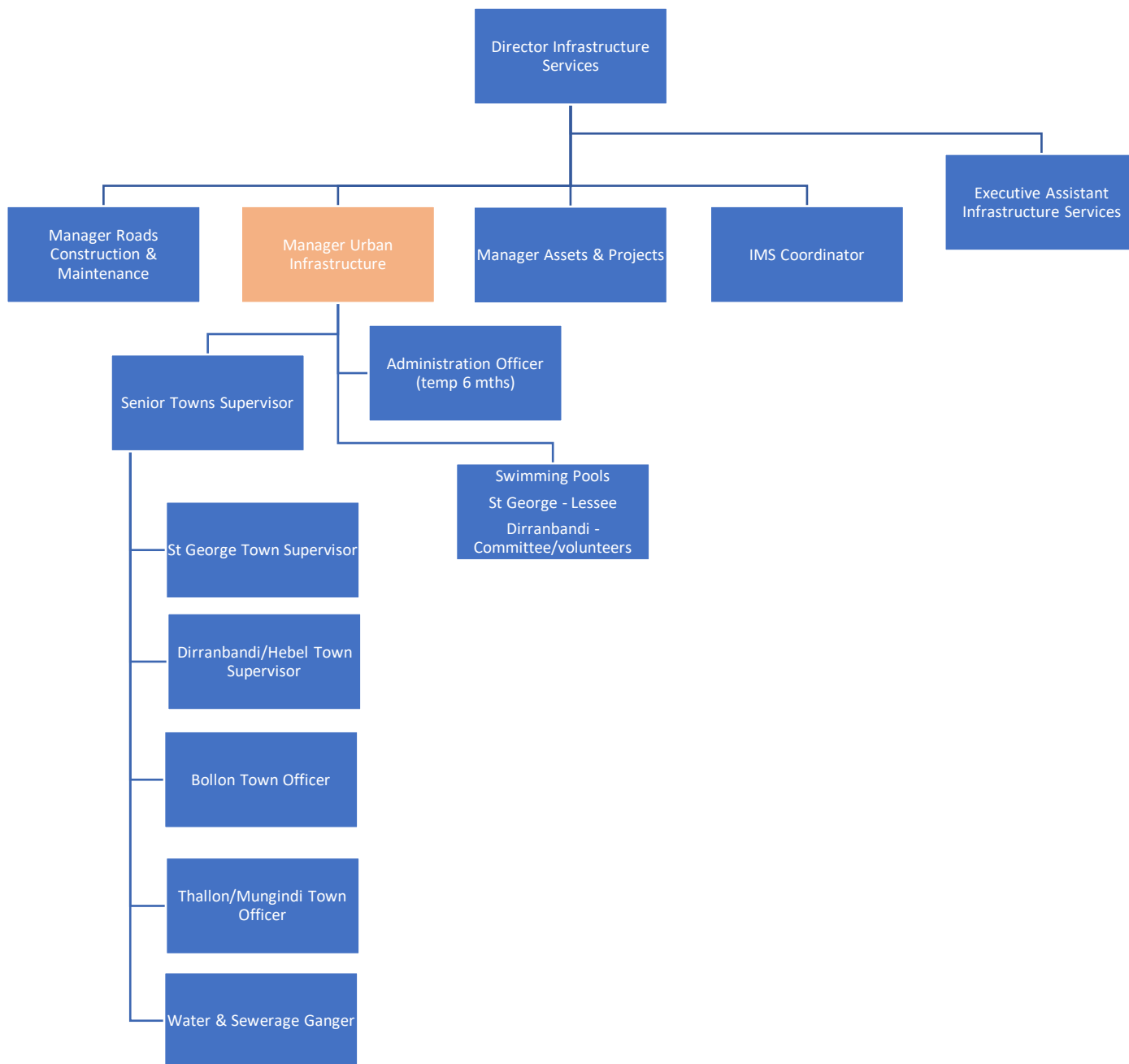
- Effectively communicate with different levels of the organisation and external stakeholders
- Apply both formal and informal communication strategies to suit the needs of the stakeholder
- Service delivery or interaction with the customer is focused on resolving immediate problems and mitigating the risk of potential problems
- Encourage continuous review of service culture and the implementation of policies and practices valued by customers
- Project and promote the image of Council as being efficient, courteous and customer focused by open, honest and timely communication with stakeholders
- Comply with Council's Code of Conduct
- Model high levels of professionalism
- Build positive relationships through the various level of Council, both politically and operationally

### ADMINISTRATION RESPONSIBILITIES

- Assist with the continuing development of cultural change and continuous improvement within the workforce to ensure departmental services are provided in a competitive, cost effective manner
- Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the Director Infrastructure Services circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure that Council Policies and manuals are fully understood and adhered to
- Ensure that approved purchasing procedures are adhered to
- Keep the Director Infrastructure Services appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced
- Completion of digital time sheets on a daily basis
- Other responsibilities as delegated by Management within the scope of this position.

# Position Description – Manager Urban Infrastructure

## ORGANISATIONAL STRUCTURE



# Position Description – Manager Urban Infrastructure



## Key Performance Areas **(EXAMPLE)**

Key Performance Areas <i>(What is to be achieved)</i>	Actions <i>(How and when will it be achieved)</i>
Sound Project Management	Project Governance followed with clear reporting of project status with a focus on Budget, Time, and Quality at all times
HR Management	Manage staff performance continuously Mentor and train staff as required
Technical coordination & assistance	Technical coordination & assistance to area and other areas as required
Procurement Compliance (for self and team)	Ensure all procurement is consistent with Council's Policies, Procedures and Code of Conduct at all time.
Compliance Monitoring and Reporting	DWQMP, Environment Authority & SWIM monitoring and reporting as required
Develop and Maintain Asset Management Plans for area	Prepare and Maintain Asset register and create plans as per Council's agreed levels of service, to inform Council 2020/21 Budget and long-term financial position.
Prompt response to requests, problems, and reports	Respond to Service Requests, identified problems, non-conformance, and incident reports as soon as reasonably possible within required timeframe
Operation of Assets and Services	Ensure Assets and Services are maintained in a sustainable and operational condition in accordance with the asset management plans
Prompt Commercial Opportunities	Create strategy for developing commercial opportunities and review Council's costs and productivity to be commercially competitive
WHS Compliance within management area	Ensure Supervisors/Crews and Contractors are meeting WHS obligations
Policy Management	Ensuring Policy and Procedures for area are reviewed

## Generic and Specific Strategic Objectives and KPI's 2022

Objective	
Generic Objective 1	SAFETY -Ensure continuous improvements of I.S safety management systems and staff welfare
Generic Objective 2	COMMUNICATION -Ensure timely and inclusive communications with all Stakeholders
Generic Objective 3	OPERATIONAL EXPECTATIONS – Ensure all I.S facilities and plant are maintained and are fit for purpose
Generic Objective 4	HR – Ensure performance appraisals are conducted annually to assist with adequate Workforce Planning
Specific Strategic Objective 1	To ensure that all Grant funded projects in your area are prioritised to meet agreed milestones and have all project management plans and relevant information recorded
Specific Strategic Objective 2	Develop time management strategies & techniques and create an annual calendar of required deadlines to ensure they are monitored, prioritised and adhered to