



APPLICANT PACK

Executive General Manager Environment, Heritage & Resilience

City of Gold Coast



RECRUITING FOR:

CITY OF
GOLDCOAST™

CONTACT

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A Message from CEO, Tim Baker



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We respectfully acknowledge the Traditional Owners, the Yugambeh language region of the Gold Coast, as the custodians of the land and waters, on which we work, live and play. We pay respects 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 City of Gold Coast is seeking an accomplished executive to lead one of its most strategically critical departments – Environment, Heritage and Resilience.

This role offers a unique opportunity to deliver transformative leadership across environmental sustainability, cultural heritage, climate change response, disaster resilience and circular economy initiatives.

Reporting directly to the Chief Executive Officer and forming part of the Executive Leadership Team, the Executive General Manager (EGM) will drive the integration of strategy, delivery and partnerships to enhance the city's resilience and protect its unique natural assets.

Strategic Leadership

The EGM will set and deliver the strategic direction for the City's environmental, heritage and resilience functions. The role requires an individual who can lead city-wide responses to climate change, implement strategic environmental management plans and position the City as a national leader in climate resilience and nature-based solutions.

The EGM will be responsible for developing and executing strategies aligned with key Council plans including the [“Our Natural City Strategy 2032”](#), [“Climate Resilience and Sustainability Strategy 2023-2033”](#) and [“Operational Plan 2025-26”](#).

They will also play a key leadership role in shaping legacy outcomes ahead of the Brisbane 2032 Olympic and Paralympic Games, ensuring natural assets are preserved, accessible and leveraged to support community wellbeing and sustainable economic development.



Organisational Alignment

This role is a core contributor to the organisation's long-term vision "Inspired by lifestyle. Driven by opportunity."

The EGM will ensure the alignment of departmental goals with Council's broader strategies under the themes of Naturally Unique, Liveable Places and One City. This includes integration of environmental planning into major capital programs and land use policy, and partnering with Infrastructure and Planning directorates to embed sustainability in growth and development.

The position has leadership responsibility for approximately 410 staff across several business units including Natural Areas Conservation, Cultural and Built Heritage, Biosecurity, Climate Resilience and Sustainability, Waste and Resource Recovery, and Disaster and Emergency Management.

Team and Processes

As a senior executive, the EGM will foster a high-performance culture and drive continuous improvement across service delivery, customer responsiveness and innovation. They will ensure robust governance, project management and risk frameworks are in place across departmental operations.

Key responsibilities include:

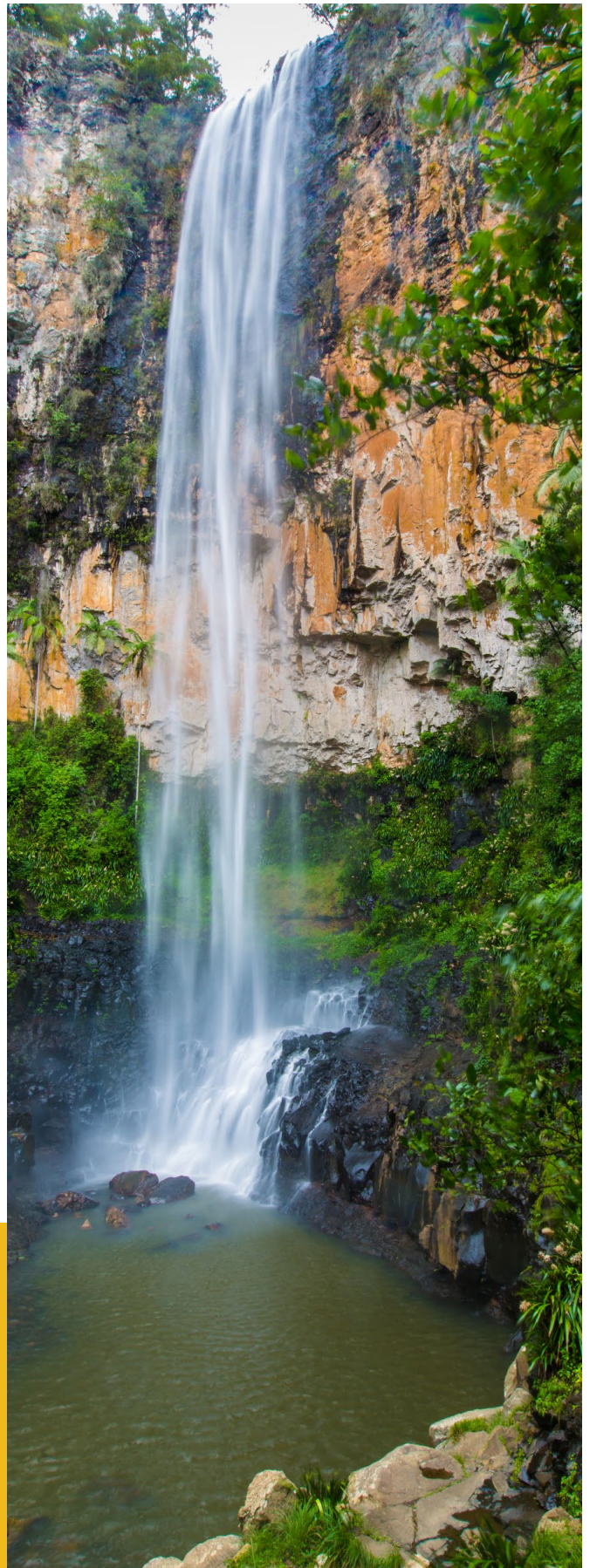
- Building specialist capability in circular economy, biosecurity, climate adaptation and nature-based solutions.
- Overseeing the preparation, integration and reporting of operational and capital budgets.
- Delivering measurable outcomes on community education, access to natural places and resilience initiatives.
- Leading change management processes to reposition service delivery and meet emerging challenges.

Internal Stakeholders

The EGM will work in close collaboration with the CEO and Executive Leadership Team to shape and execute organisational strategy.

They will support elected officials, briefing the Mayor and Councillors on environmental issues, city resilience and policy proposals. A key responsibility will be to provide high-quality advice and recommendations to ensure Council decision-making is well-informed by evidence, risk and long-term considerations.

The role will also partner across departments to embed climate and environmental thinking into infrastructure, development approvals, city planning, tourism, procurement, community safety and customer service.





External Stakeholders

Externally, the EGM will be the principal representative for the City on environmental, sustainability and resilience matters.

The role will:

- Engage with State and Federal agencies on regulatory, funding and policy initiatives.
- Collaborate with Traditional Custodians, First Nations communities and community organisations to support Caring for Country.
- Establish partnerships with NGOs, research bodies and the private sector to co-design programs that support resilience, conservation and education.
- Lead Council's involvement in national and international environmental forums and contribute to the city's sustainability brand and global reputation.

Personal Success Factors

The ideal candidate will be a highly experienced executive with demonstrated capability in:

- Leading large and complex environmental, heritage or sustainability portfolios within a government or urban development context.
- Delivering tangible outcomes in climate change mitigation, adaptation and disaster resilience.
- Navigating complex political and community dynamics and engaging stakeholders with transparency and trust.
- Driving innovation, transformation and customer-centred service models.
- Strategic and financial governance of large-scale operational and capital programs.
- Inspiring a values-led culture of safety, collaboration and excellence.



Key Strategic Projects and Priorities

The Executive General Manager Environment, Heritage and Resilience (EHR) will oversee a dynamic portfolio of complex and high-impact initiatives. These projects reflect the City's commitment to sustainability, innovation and resilience while balancing growth and environmental stewardship.

1. Establishment of the ARRC (Advanced Resource Recovery Centre)

Launching in September, ARRC will become an independent, City-influenced entity supporting circular economy innovation and regional waste solutions. This \$1.6 billion program includes waste-to-energy capabilities, product re-use R&D and a community learning hub. The EGM will represent the City's interests through board involvement, ensuring continued strategic alignment, stakeholder influence and public value outcomes.

2. First Nations Engagement

The City is committed to working closely with Traditional Owners, Custodians and First Nations communities to embed cultural values and knowledge into project design and delivery. The EGM will ensure that these collaborations are genuine and sustained - supporting shared stewardship, learning and caring for Country. Through this work, the role will help position the Gold Coast as a national leader in regenerative tourism, inclusive sustainability and long-term ecological resilience.

3. Resilience and Climate Change Response

A core accountability of this role is leading practical and proactive responses to sea level rise, coastal erosion, storm surge risk and extreme weather events. Initiatives include modelling and planning for greening and cooling, flood mitigation and strengthening the city's natural corridors and reserves. Public education and councillor engagement on emerging risks is a key challenge.



Key Strategic Projects and Priorities continued

4. Waste and Resource Recovery Transformation

The EGM will lead the strategic direction and performance of the City's commercialised waste business unit, with a focus on delivering long-term financial sustainability, value for money and environmental responsibility. With high community visibility and political interest, the waste portfolio plays a critical role in managing cost pressures, maintaining service quality and supporting the City's broader environmental goals.

A major strategic priority is the implementation of the Towards Zero Waste to Landfill Plan, which seeks to reduce dependency on traditional landfill operations and transition the City towards a circular economy. This includes advancing infrastructure investment in materials recovery, organics diversion and product reuse; improving waste education and community engagement; and supporting the innovation agenda through initiatives such as the Advanced Resource Recovery Centre (ARRC). The EGM will be responsible for strengthening business performance, commercial partnerships and regulatory compliance while embedding sustainability across all levels of waste service planning and delivery.



Key Strategic Projects and Priorities continued

5. Organisational and Cultural Change

The Department is undergoing operational savings reforms and transformation efforts, including delivery model reviews, cultural shifts and voluntary redundancies. The EGM will need to lead with empathy and clarity, ensuring continued service excellence and innovation during a period of change.

6. Strategic Influence and Collaboration

The role requires direct engagement with the CEO, ELT, Mayor, Councillors, developers, community stakeholders and state government agencies. The EGM will play an enabling and expediting role across approvals, development planning and sustainability strategy. A mindset of collaboration, commercial understanding and urgency is essential.

7. Leadership and Team Development

The successful candidate will lead a team of five direct reports and approximately 410 staff. Fostering alignment, cultural cohesion and leadership capability across the department will be a key early priority. The role also plays a pivotal role in the Executive Leadership Team, where the ability to reflect, challenge and collaborate across portfolios is highly valued.



Selection Criteria

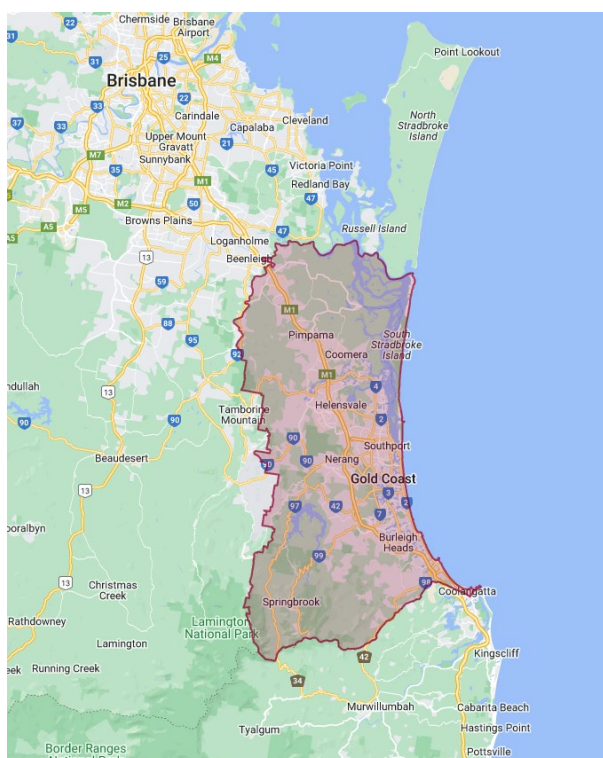
- **Environmental and Climate Leadership** – Demonstrated capability in leading environmental protection, heritage or sustainability services at scale, ideally within a government or urban growth context.
- **Strategic Transformation** – Experience leading organisational or service transformation in complex, multidisciplinary settings.
- **Executive Stakeholder Engagement** – Proven ability to influence elected officials, intergovernmental partners, community leaders and peak bodies.
- **Operational and Governance Acumen** – Strong commercial, budgeting, project oversight and risk management experience.
- **Customer and Community Orientation** – Evidence of creating public value through service excellence, participation and innovation.
- **Qualifications** – Relevant tertiary qualifications in environmental science, heritage management, climate change, business or a related discipline.

Note: 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 the offer stage.



About Council

The City of Gold Coast is the second largest local government in Australia and serves a community of approximately 650,000 residents. The council employs around 4,500 staff and has an annual budget of \$2.2 billion.



The City of Gold Coast is divided into fourteen (14) divisions and encompasses the entire Gold Coast region which stretches along the southeastern coast of Queensland. The region includes diverse communities such as Surfers Paradise, Broadbeach, Burleigh Heads, Coolangatta and many others.

The region is known for its vibrant tourism industry, beautiful beaches and a growing population, currently estimated at 647,824 residents (2022).

The City of Gold Coast covers an area of more than 1,400 square kilometres with commercial and urban development, over 55 kilometres of beaches, more than 270 kilometres of navigable waterways and a world heritage forest.

The council plays a crucial role in fostering economic growth and development in the region. It supports local businesses, promotes tourism, attracts investment, and works to create employment opportunities.

The Gold Coast has a diverse economy, with sectors such as tourism, hospitality, construction, education, health, and professional services playing significant roles.

Links to Council Information





Living in the Region



Housing

Housing on the Gold Coast is diverse, offering a range of options to accommodate the needs and preferences of its residents. Property prices can vary significantly depending on factors such as location, property type, size, and proximity to amenities. Beachfront and waterfront properties, as well as those in highly sought-after suburbs, tend to command higher prices.



Educational Facilities

The City of Gold Coast is well-served by both state and private school facilities, there are more than 100 schools throughout the region. For those wishing to further their education, there are three universities and several Queensland TAFE campuses along with other independent tertiary education facilities all located throughout the City of Gold Coast.



Healthcare

There are excellent medical facilities in the region with both public and private hospitals readily available including Gold Coast University Hospital, Robina Hospital and the Varsity Lakes Day Hospital. The region is home to medical centres, private health centres, dental practices, aged care facilities and other traditional and non-traditional medical practitioners.



Living in the Region



Shopping & Dining

The City of Gold Coast is abundant with shopping choices, from major shopping centres to quaint boutiques and art galleries. The dining is second to none in the region, with fresh local produce and dining options ranging from fast food and cafe dining to 5-star restaurants.



Sports & Recreation

The Gold Coast City is spoilt for choice with excellent sports and recreational facilities, and many sporting clubs in the region including football, netball, soccer, rugby union and tennis to name a few. If you prefer more leisurely pursuits and getting outdoors the region is a haven for exploring local beaches, national parks and local waterways.



Getting Around

Gold Coast City is located approximately 1 hour and 15 minutes south of Brisbane and 41 minutes north of Tweed Heads by road. Located in the suburb of Coolangatta, the Gold Coast Airport is the primary airport serving the region. It is situated close to the Queensland-New South Wales border and is approximately 25 kilometres south of Surfers Paradise. The airport offers domestic and international flights, connecting the Gold Coast to various destinations within Australia and overseas.

Destination Gold Coast





Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the [Selection Criteria](#)



Evaluation Process

Leading Roles and City of Gold Coast will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. City of Gold Coast may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role.

Following the selection of a preferred applicant the City will require further checks including reference checks, criminal history and medical assessments.



Indicative Timeframes



Applications Open

- Week Commencing Monday 21 July 2025



Applications Close

- 5:00 pm Monday 11 August 2025



Initial Assessment

- Week Commencing 11 August 2025



Council Interviews

- Week Commencing 18 August 2025 (TBC)

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

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. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



MARK OGSTON

Chief Executive



Mark founded Leading Roles in 2012 to provide specialist assistance in recruitment and human resource related projects for councils, and he is a passionate advocate for the development and performance of the local government sector.

Mark leads all our client engagement, the Leading Roles recruitment team and undertakes executive level recruitment projects for the company.

Client Rating



Candidate Rating



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ATTACHMENT

Position Brief & Org Chart

Department name	Branch name	Position classification	Position location	Number of direct reports	Line manager position title
Environment Heritage and Resilience	N/A	EGM	Bundall	6	CEO

Position Overview

The Environment Heritage and Resilience Department encompasses specialists who design, maintain and champion the natural environment ensuring the City’s natural assets remain beautiful and available for future generations to enjoy. The team advise on balanced access to our natural assets for a safe, active and healthy community.

The Executive General Manager Environment Heritage and Resilience is accountable for delivery of our Naturally Unique City outcomes and will maintain, nurture and improve the resilience of our open spaces, beaches, canals, forests, botanical gardens, wetlands and conservation areas.

Our City has critical nature corridors crossing through it and this Department works with the community to balance city growth with our natural environment.

The Executive General Manager Environment Heritage and Resilience leads a team in addressing the challenge of climate change through practical and sensible solutions that deliver climate resilience

This role will also ensure emergency response to disasters of our natural assets.

Key working relationships

- The Executive General Manager Environment Heritage and Resilience will work closely with the Chief Executive Officer and team members from the Executive Leadership Team.
- The incumbent will liaise with internal stakeholders from across the wider organisation as part of supporting a healthy, resilient and biodiverse natural environment.
- The incumbent will liaise with various external stakeholders including but not limited to:
 - General public, residents and ratepayers
 - State Government Departments and Agencies
 - Other Local Governments and Boards
 - Businesses, Private Enterprise
 - Relevant Community Groups and organisations
 - Contractors and Consultants.



Executive General Manager Environment Heritage and Resilience

J01010

Department name	Branch name	Position classification	Position location	Number of direct reports	Line manager position title
Environment Heritage and Resilience	N/A	EGM	Bundall	6	CEO

Roles and responsibilities

- Lead a team of more than 410 professional staff to manage environmental services and cultural heritage across our community.
- Consult and advise on risks and opportunities related to the effects of climate change, biosecurity hazards and disaster resilience.
- Educate Community aspirations regarding environmental management, cultural heritage protection and climate change impacts.
- Provide opportunities for all Community stakeholders to have a voice regarding environmental and heritage management and climate change impacts.
- Set the strategic direction, oversee the operations of and optimise the relationship between the following services:
 - Environment, Heritage and Sustainable Planning,
 - Disaster Management,
 - Climate Resilience.
- Develop and implement the Climate Resilience Strategy Plan, Environmental Management Plan and Cultural Heritage Management and Development Plan.
- Develop the City capability across environment, climate, and sustainability and associated specialist skills such as Climate Resilience, Circular Economy, Air Quality, Heritage, Nature Based Solutions, Regenerative Outcomes, Biosecurity, planning and approvals.
- Foster relationships with partner organisations across all levels of Government, Not For Profit's and Community groups with interests such as conservation, heritage, wildlife and land use and protection.
- Strategically advise on the integration of environmental, heritage and resilience strategies during high transformation areas.
- Set guidance for budget preparation for each function, ensuring a rigorous approach to the proposed expenditure of public funds. Amalgamate Environment, Heritage and Resilience Budget for the Chief Executive Officer and Council approval.
- Ensure continual review of projects and operational delivery against plans and budgets.
- Inform the Executive Leadership Team and Council of Environment, Heritage and Resilience Portfolio related matters.
- Promote and celebrate excellence in delivery of community services – to plan, value for money, on time and in a sustainable manner that adds value to the City’s economy and culture.
- Drive continuous improvement, collaboration and innovation in delivery of services to the community.
- Scan the external and internal environments for impending challenges and opportunities and work with the Executive Leadership Team to mitigate or take advantage of.
- Lead teams in Identifying need for significant adjustments to plans. Support teams in change management through business case development and customer expectation management.
- Deliver and maintain systems and processes across Environment, Heritage and Resilience functions for planning, delivery, measurement, dynamic reporting, risk management and governance.
- Drive high safety and wellbeing awareness and a culture of care and respect for the environment.
- Represent Council at relevant advisory and industry bodies to promote Council capability and achievements and contribute to community development.
- Implement and sustain initiatives to ensure all activities by the Department reflect the organisations High Performance Principles.



Executive General Manager Environment Heritage and Resilience

J01010

Competencies

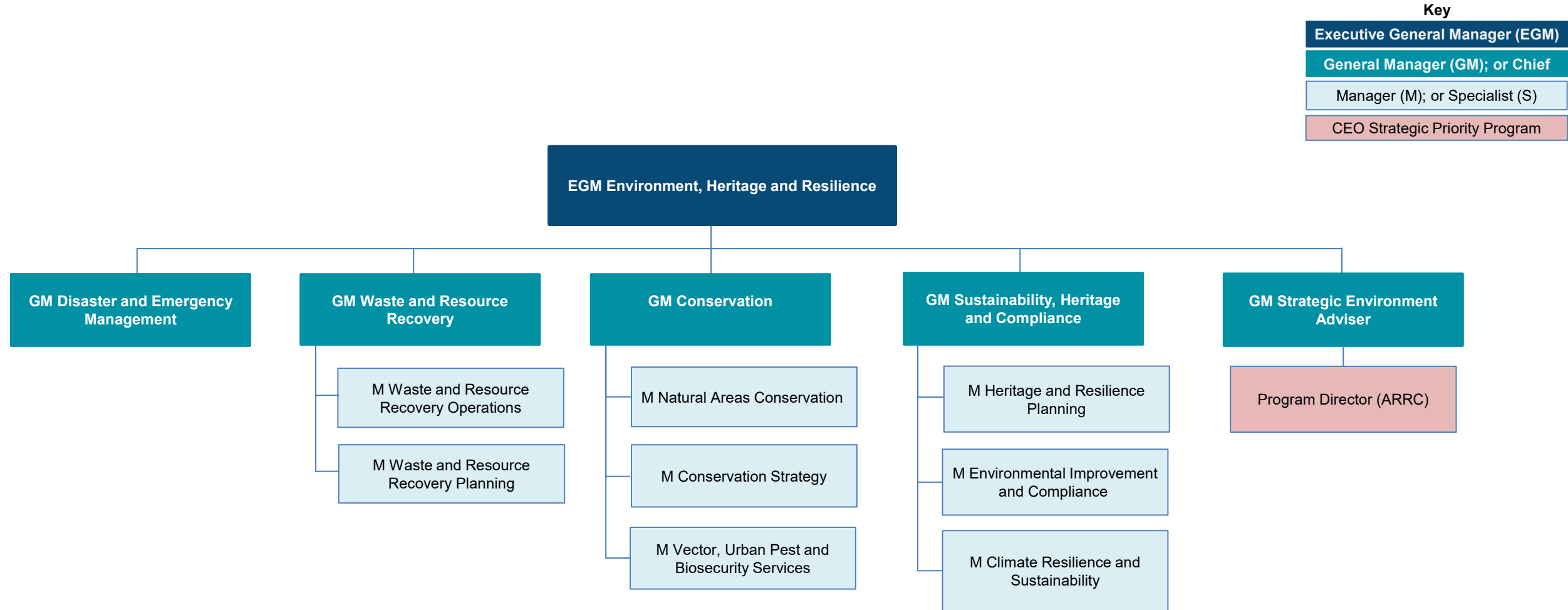
Competency	Competency definition	Level	Level definition
Leading People	Lead people to build a positive and productive organisation aligned to our City Vision	Strategic	Drive to transform and develop management, leading strategically with vision and modelling the highest standard of leadership and performance.
Influencing and Partnering	Build internal and external relationships, developing connections that shape our future	Strategic	Influence and involve stakeholders, focusing on the future of the organisation, engaging a wide range of individuals and groups to build that future.
Executing Vision	Understand and develop strategic direction, exercising decision-making that delivers the City Vision	Strategic	Inspire the workforce and community by creating a vision of the future, guiding priority projects and setting long term plans.
Business Acumen	Understand, plan and apply commercial processes in order to optimise value, mitigate risk and maximise results	Strategic	Apply strategic management to finance and business plans, actively pursuing risk mitigation and commercially optimised strategies.
Good Governance	Maintain a holistic perspective, understanding and applying policy, legislation and contemporary systems and processes	Strategic	Ensure the organisation's strategies, policies and processes align with legislation, public interest and modern practices.
Portfolio Management	The centralised management of one or more portfolios, which includes identifying, prioritising, authorising, managing, and controlling projects, programs and other related work to achieve specific strategic business objectives.	Strategic	Delivers a range of services and links portfolios, programs and projects to the organisation-wide strategies for a Directorate. Superior application of portfolio management methodology leads to strong organisational performance.

Mandatory qualifications / requirements

- Tertiary Qualifications in Environmental Science, Natural Resource and Heritage Management, Business, or Climate Change or in a relevant field and/or coupled with significant experience in a similar leadership role is essential.
- Demonstrated engaged leadership skills with the ability to drive positive work practices across multi-faceted teams.
- Proven ability to sustain high levels of safety awareness in delivering performance outcomes.
- Project management experience from concept to completion on a variety of significant projects.
- Demonstrated experience in leading strategic communications, public education or marketing.
- A proven ability to communicate, negotiate and consult at appropriate levels within the Council, community and private sector with a demonstrated high level of written and verbal communication skills coupled with exceptional presentation skills to a wide range of stakeholders.
- Demonstrated highly collaborative work style, self-motivated with the ability to work across multiple business units, projects and priorities simultaneously.
- Highly developed resource planning, budgeting and risk management abilities in order to deliver operational and project plans.
- Working knowledge of statutory requirements relevant to Local Government including Work Health and Safety legislation.



Environment, Heritage and Resilience | Department Structure





Leading Roles

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