

A full-page background image showing a large sea turtle swimming towards the left in clear blue water. To the right, a female diver in a black wetsuit and mask is swimming, holding a GoPro camera. The seabed is covered in coral and rocks.

APPLICANT PACK

Branch Manager Water Services

Bundaberg Regional Council



CONTACT

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Contents

<u>The Role</u>	3
<u>Salary Package Information</u>	9
<u>About Bundaberg Regional Council</u>	10
<u>Living in the Region</u>	11
<u>Recruitment Process and Timeframes</u>	14
<u>Contact</u>	16
<u>Attachment: Position Description</u>	
<u>Attachment: Organisational Structures</u>	



Position Overview

Bundaberg Regional Council is seeking an experienced, people-centric leader for the role of Branch Manager Water Services. This position plays a critical role in ensuring the reliable, efficient and future-ready operation of the Council's water and wastewater infrastructure across the Bundaberg region. This is a four-year maximum-term contract based at the East Operations Depot and forms a key leadership position reporting to the General Manager Infrastructure Operations & Delivery.

The ideal candidate will be a confident, hands-on leader with high emotional intelligence and a proven track record of leading teams through cultural and operational transformation. While technical knowledge is advantageous, the critical requirement is effective leadership - this role demands a skilled manager, not a technical expert. The successful applicant will drive a change agenda, enhance service delivery and foster a high-performing, cohesive workforce across a branch that includes 112 employees and manages assets valued at billions of dollars.

Context and Organisational Structure

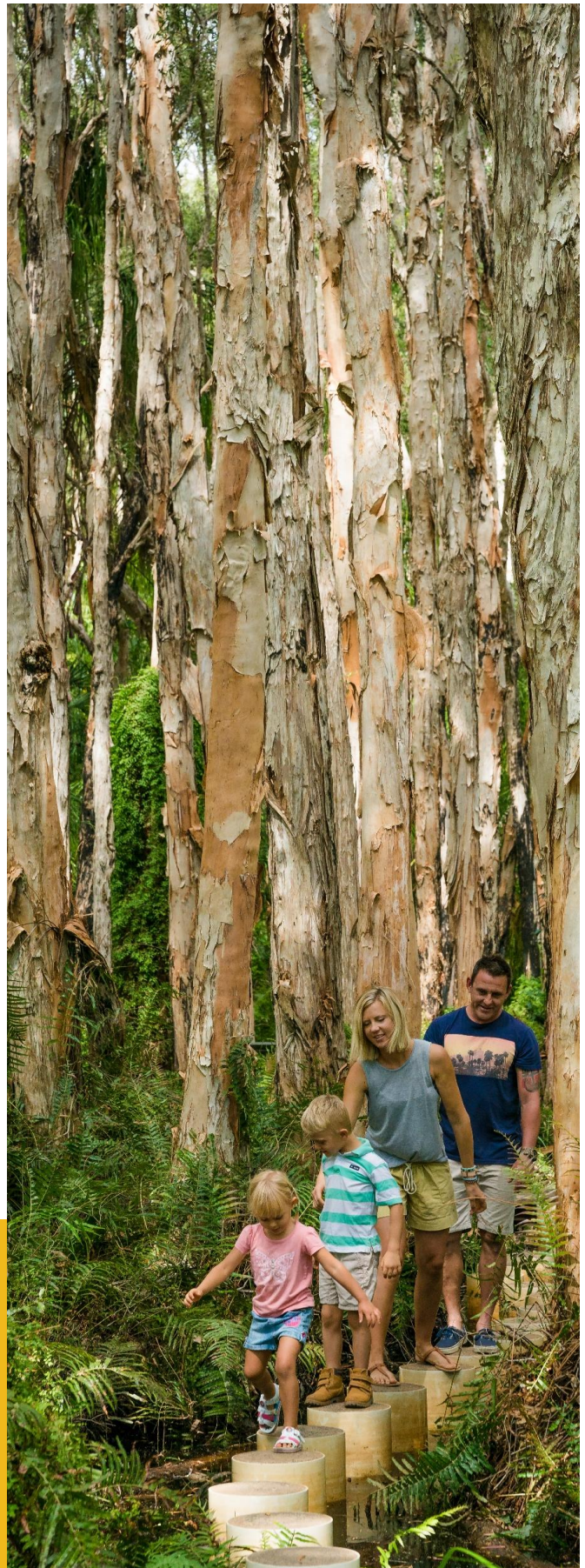
The position arises following an organisational restructure that amalgamated several operational branches and leads the largest of six branches within Infrastructure Operations & Delivery.

The Infrastructure Operations and Delivery department represents more than half of Bundaberg Regional Council's workforce. This branch specifically oversees end-to-end water and wastewater service delivery for a rapidly growing region, ensuring environmental compliance, operational excellence and strategic infrastructure planning.

Purpose and Focus Areas

The Branch Manager Water Services will:

- Lead the branch with a strong focus on people management, team culture and service improvement.
- Deliver strategic leadership for water and wastewater infrastructure programs and projects.
- Develop and implement operational frameworks and systems that enhance team performance, cohesion and communication.
- Manage recurrent and capital budgets, including asset renewal and lifecycle planning.
- Ensure continued compliance with water quality standards, environmental legislation and community expectations.
- Represent Council to key stakeholders including regulatory bodies, Sunwater (from whom bulk water is sourced) and Councillors.





Immediate Challenges and Leadership Expectations

Success in the first 12 months will be defined by the ability to:

- Rebuild and unify a team that has experienced significant structural and change management processes.
- Establish trust and respect across all levels of the branch - from frontline operators to engineers.
- Implement practical, human-focused initiatives that reduce conflicts and frustration and improve collaboration.
- Deliver structured work processes to eliminate inefficiencies.
- Embed a positive workplace culture characterised by accountability, engagement and mutual respect.

Strategic Priorities

Over the first 12–18 months, the Branch Manager will be responsible for progressing several major strategic objectives:

- Overhaul and integrate the branch's asset work management systems to improve fieldwork efficiency.
- Deliver the Council's 10-year Capital Investment Plan with a focus on renewals and preparing for regional population growth.
- Oversee delivery of a new wastewater treatment plant for Childers.
- Complete cyber-secure SCADA upgrades across the network.
- Maintain constructive relationships with external stakeholders such as Sunwater and environmental regulators.
- Contribute to the Council's broader organisational reform and cultural renewal initiatives.



Desired Candidate Profile

Bundaberg Regional Council seeks a strong people-focused leader with the following attributes:

- Advanced interpersonal skills with a collaborative, inclusive and confident leadership style.
- Demonstrated success in cultural transformation and team performance uplift.
- Experience managing large multidisciplinary teams in operational service environments.
- A resilient mindset with the ability to remain calm, optimistic and solution-focused under pressure.
- A proactive, visible presence in the workplace - someone who leads from within, not from behind a desk.
- Familiarity with psychosocial hazards and experience in navigating complex people dynamics.
- Ability to interface comfortably with Councillors, senior executives, engineers and tradespeople alike.



Organisational Culture and Fit

Bundaberg Regional Council promotes a culture of inclusiveness, pragmatism and care. The organisation has recently navigated structural reform and is now in a phase of cultural consolidation and forward planning. The executive leadership values open, honest communication, humour in the face of pressure, and genuine support among colleagues. The successful candidate must embody these values and foster a psychologically safe workplace.

Reporting and Team Scope

The Branch Manager will directly oversee a team of professional staff and work closely with coordinators, supervisors and frontline personnel. The branch includes around 120 staff and manages significant operational and capital budgets. Detailed organisational charts and staffing breakdowns will be provided during the recruitment process.

This role is also a key member of the broader Infrastructure Operations & Delivery leadership group and is expected to contribute to collective planning, coordination and strategic delivery efforts across Council.



Selection Criteria

- Demonstrated ability to lead and unify large, multidisciplinary teams through cultural and operational change.
- Proven experience in strategic infrastructure planning and capital project delivery within complex service environments.
- Strong interpersonal and stakeholder engagement skills, with the capacity to influence across all organisational levels.
- Sound financial and risk management capabilities, including oversight of operational and capital budgets.
- Tertiary qualifications in management, engineering or a related field or experience in a similar role with similar delegations.

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.



Salary Package Information

Joining Bundaberg Regional Council introduces individuals to a welcoming and thriving environment, supported by an experienced and dedicated team. Bundaberg Regional Council is committed to "building Australia's best regional community." The Council acknowledges the significant contributions made by its employees, offering a rewards, benefits and recognition program that includes:

- Generous Base Salary \$229 543 per annum + Super
- Vehicle Allowance of \$22 000 per annum
- Relocation Assistance
- Generous leave provisions
- Corporate gym membership
- Salary packaging
- Learning and Development programs



About Council

Bundaberg Regional Council has an impressive 653 hectares of natural assets, 470 parks and playgrounds, 10.327 billion litres of water treatment per year, 3071 km of road and 288 km of footpaths.

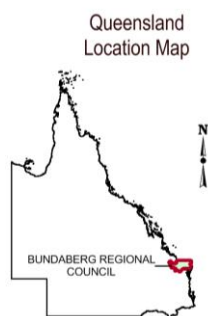
The Bundaberg Region, strategically located at the southern end of the Great Barrier Reef and extending from the Burrum River to Baffle Creek, spans 6,451 square kilometres and is inhabited by a population exceeding 102,000 residents. The population is projected to reach over 141,000 within twenty-five years. The region holds a high reputation due to the warmth of its residents, outstanding climate, affordable living, top-notch facilities and relaxed way of life.

The coastal area of Bundaberg offers unparalleled opportunities for fishing, diving, beachcombing and boating, set against the backdrop of a fertile sugar and horticultural region. Access to charming seaside villages extends from Buxton and Woodgate Beach in the south, encompassing Coonarr, Elliott Heads, Coral Cove, Innes Park, Bargara, Burnett Heads and Moore Park Beach.

Representing the ten divisions forming the Bundaberg Region, the Mayor and ten councillors are the elected officials entrusted with its governance.

Council values:

“To be a council that is customer focused, respectful and prides itself on teamwork, leadership, sustainability and innovation. We communicate in an open and respectful manner.”



Links to Council Information





Living in the Region



Housing

Housing in the Bundaberg Regional Council area 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. The cost of housing in Bundaberg is generally more affordable compared to major metropolitan areas in Australia, such as Sydney or Melbourne.



Educational Facilities

Bundaberg has several primary and secondary schools, both public and private, offering education from kindergarten to Year 12. Some of the well-known schools in the region include Bundaberg State High School, St. Luke's Anglican School and Kepnock State High School. The region is home to a few tertiary education providers that offer a variety of courses and programs. One of the notable institutions is CQUniversity Bundaberg, which offers a range of undergraduate and postgraduate degrees across various disciplines. TAFE Queensland also operates in the Bundaberg region, providing vocational training and education across a wide range of industries.



Healthcare

The Bundaberg Regional Council area offers major institutions like Bundaberg Hospital and private options such as Friendlies Society Private Hospital and Mater Private Hospital. Additional services comprise public health clinics, GP practices, allied health facilities, aged care homes, mental health resources and community health centres.



Living in the Region



Shopping & Dining

The Bundaberg Regional Council area offers a vibrant shopping and dining scene that caters to diverse tastes and preferences. Shopping enthusiasts can explore a mix of retail options, from bustling markets showcasing local produce and crafts to modern shopping centres featuring a range of national and international brands. Residents and visitors alike can indulge in a diverse culinary journey, with an array of dining establishments spanning from charming cafes serving locally sourced delights to fine-dining restaurants offering gourmet cuisine. Whether you're seeking a leisurely shopping experience or a culinary adventure, the Bundaberg region provides a rich tapestry of shopping and dining opportunities to savour and explore.



Sports & Recreation

The Bundaberg Regional Council area offers an active and engaging sports and recreation scene, catering to individuals of all ages and interests. Sports enthusiasts can take advantage of numerous facilities, including well-maintained parks, sports fields and fitness centres, where they can partake in a wide range of activities such as soccer, cricket, rugby and more. Water lovers can enjoy the nearby coastal areas for swimming, surfing and other aquatic pursuits. For those seeking a more leisurely experience, the region boasts serene parks and walking trails, perfect for nature enthusiasts and families.



Getting Around

Bundaberg is located approximately 4.5 hours north of Brisbane and 1.5 hours north of Hervey Bay via road. The Bundaberg Airport provides regular domestic flights, connecting the area to major cities. Bundaberg also has a local bus service that serves various routes within the city and surrounding suburbs. Bundaberg is connected to Queensland Rail's North Coast Line, which offers train services between Brisbane and Cairns.



Bundaberg Region...
the perfect place to live!



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 Bundaberg Regional Council 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. Bundaberg Regional Council may elect to undertake further interviews as required.

Preferred applicants will be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role, as well as criminal history and right to work checks.



Indicative Timeframes



Applications Open

- Week Commencing Monday 26 May 2025



Applications Close

- 5:00 pm Monday 16 June 2025



Initial Assessment

- Week Commencing 16 June 2025



Council Interviews

- Week Commencing 30 June 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.



What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
Week 1-3 Application Stage	<ul style="list-style-type: none">• Application Acknowledgment: Prompt acknowledgement of your application.
Week 4 Initial Interviews	<ul style="list-style-type: none">• Applicant Review: We work closely with our clients to determine longlisted applicants that match the requirements for the role.• Video Conference Interviews: Initial interviews with longlisted applicants.• Feedback: Shortlisted applicants agreed with client. Feedback provided to applicants.
Week 5 & 6 Client Interviews	<ul style="list-style-type: none">• Preparation: Shortlisted candidates receive a briefing prior to client interview.• Panel Interviews: Consultants facilitate client interviews, at the discretion of the client, online or in-person.• Feedback: Post-interview feedback provided to candidates.
Week 5 & 6 Verification	<ul style="list-style-type: none">• Checks: Simple online verification, including:<ul style="list-style-type: none">◦ Reference Checks◦ Criminal History and Right to Work Checks◦ Psychometric Assessments (if requested by client)
Week 6 Offer & Negotiation	<ul style="list-style-type: none">• Negotiation: Consultant to support salary negotiations.• Engagement: Direct candidate engagement with the Council for contract questions and onboarding.
Week 6 to 8 Project Finalisation	<ul style="list-style-type: none">• Future Opportunities: If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.
Post Placement	<ul style="list-style-type: none">• Check-in: Regular check-ins throughout the first year.



Angie Simmonds

Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue and white collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

CONTACT

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ATTACHMENT

Position Description

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Branch Manager Water Services	Industrial Instrument:	Contract
Position Number:	6500	Classification Level:	Contract
Employment Location:	East Operations Depot	Position Status:	Contract
Department:	Infrastructure Operations and Delivery	Document Last Reviewed:	13/12/2024
Branch:	Water Services	Job Dictionary:	N/A
Accountable To:	General Manager Infrastructure Operations & Delivery		
Aim of Position:	<p>The focus of this position is to lead and manage a team of professional staff to achieve effective and efficient Water & Wastewater network ownership, management and enhancement, including delivery of Water & Wastewater infrastructure projects for the Bundaberg Regional Council. The position has a key role in:</p> <ul style="list-style-type: none"> Planning for the future water and wastewater infrastructure needs of the Region Operation and maintenance of water and wastewater utilities that contribute to community health and wellbeing, facilitating Regional development and prosperity and meeting environmental requirements Delivery of capital works and maintenance programs through cost efficient and effective delivery mechanisms Provision of a supportive and safe workplace by managing risk appropriately and working co-operatively with colleagues. <p>The incumbent shall provide strategic leadership to ensure operations are goal focused, sustainable and continually improved. They will also ensure a supportive and safe workplace for the team by managing risk appropriately and working cooperatively with colleagues.</p>		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

- As leader of the Water Services management team, develop and implement a business strategy to transition the Water Services Branch to be commercially focused and ensure efficient and effective operation and maintenance of Council's water and wastewater infrastructure.
- Lead the Water Services Branch with a business focus by:
 - Setting team goals
 - Measuring outcomes, and
 - Requiring accountability for outcomes. Outcomes include compliance with statutory and regulatory requirements, meeting legislative and environmental requirements, meeting stakeholder and Council expectations, ensuring a safe workplace, budget adherence, effective reporting and process improvement.
- Actively manage risk by:
 - Facilitating effective and appropriate service delivery
 - Delivery processes
 - Facilitating cost measurement and control; and
 - Effective risk reporting
 - To ensure risks are identified, measured and managed.
- Implement and manage department HR structures, systems and processes that foster highly motivated teams focused on continual improvement in the areas of selection and delivery.
- Develop and implement annual recurrent and capital budgets for the Water Services Branch ensuring delivery of budgeted outcomes within time and budget constraints.
- Develop and implement asset maintenance and renewal programs based on best practice asset maintenance systems, standards and practices aimed at optimising lifecycle costs whilst meeting legislative requirements.
- Develop and implement strategic plans for water and wastewater that facilitates planned land use and population growth. Planning outcomes should seek efficient utility networks that facilitate environmental outcomes, affordable development, community well-being and economic prosperity.
- As custodian of water and wastewater infrastructure represent Council on various external bodies as directed by the General Manager.
- outcomes through alternative mechanisms including contract delivery, regional alliances and private partnerships where such provide best value for Council.
- It is expected that the incumbent undertakes other reasonable duties and tasks requested by Management within the incumbents' capabilities, including additional duties as required during periods of absence of other staff.

Position Requirements – Qualifications and Experience:

Mandatory:

- Tertiary qualifications relevant to leadership of a commercial undertaking.
- Exceptional management skills with the ability to develop, administer, manage and co-ordinate complex programs, projects and resources effectively to achieve work goals and meet deadlines and commitments.
- Demonstrated ability to lead and co-ordinate a professional team focused on quality client outcomes.
- Strong interpersonal and communication skills, with particular emphasis in the areas of change management.

Desired:

- Post graduate qualification in Management.

Organisational Capabilities: Managers (Leading Leaders)

This position description is to be read in conjunction with the Bundaberg Regional Council Organisational Capability Framework, which identifies and defines the core capabilities essential for individual, team, and Organisational success. Responsibilities within this role include adhering to the capabilities and standards outlined in the Framework.

Organisational Accountabilities: Managers (Leading Leaders)

This position description is to be read in conjunction with the Bundaberg Regional Council Organisational Accountabilities which identifies the expected standards of performance for all roles and levels in Council.

Position-Specific Conditions of Employment

This position may include specific requirements related to vaccinations, health monitoring, or workplace safety to ensure compliance with Council's operational and Work Health and Safety obligations.

Employees in this position may be required to:

- Be vaccinated against vaccine-preventable diseases relevant to their role.
- Undergo health monitoring as outlined in the Work Health and Safety Regulation 2011 (Division 6 and Schedule 14).
- Remain clean-shaven when using tight-fitting respiratory protective equipment.

For detailed and up-to-date information on the requirements applicable to this position, please refer to Council's Job Dictionary.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand my responsibilities and agree to perform them to the required standard.

I acknowledge that this job description may be updated as required to reflect business needs.

Employee Name:

Date:

Signature:



Leading Roles

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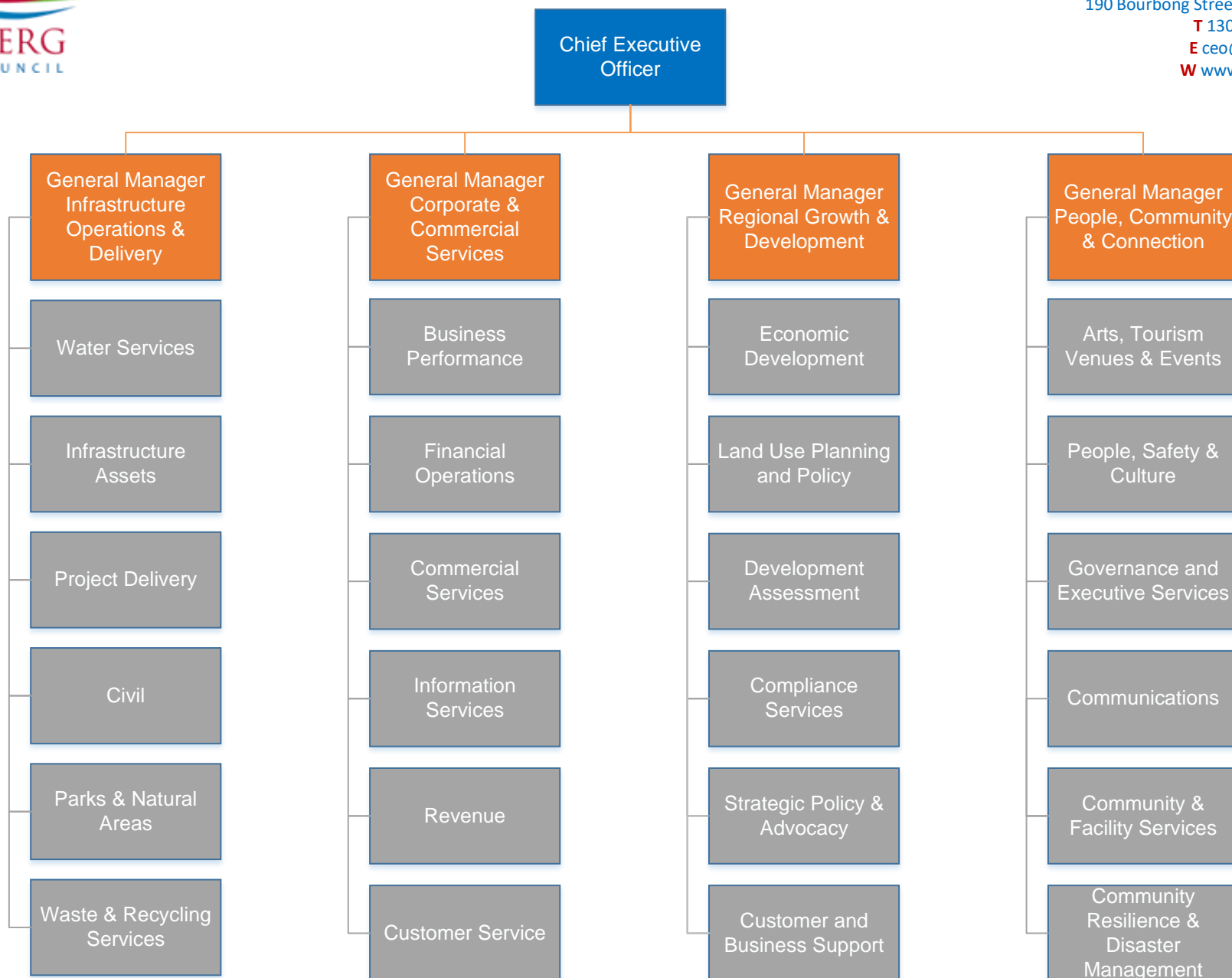


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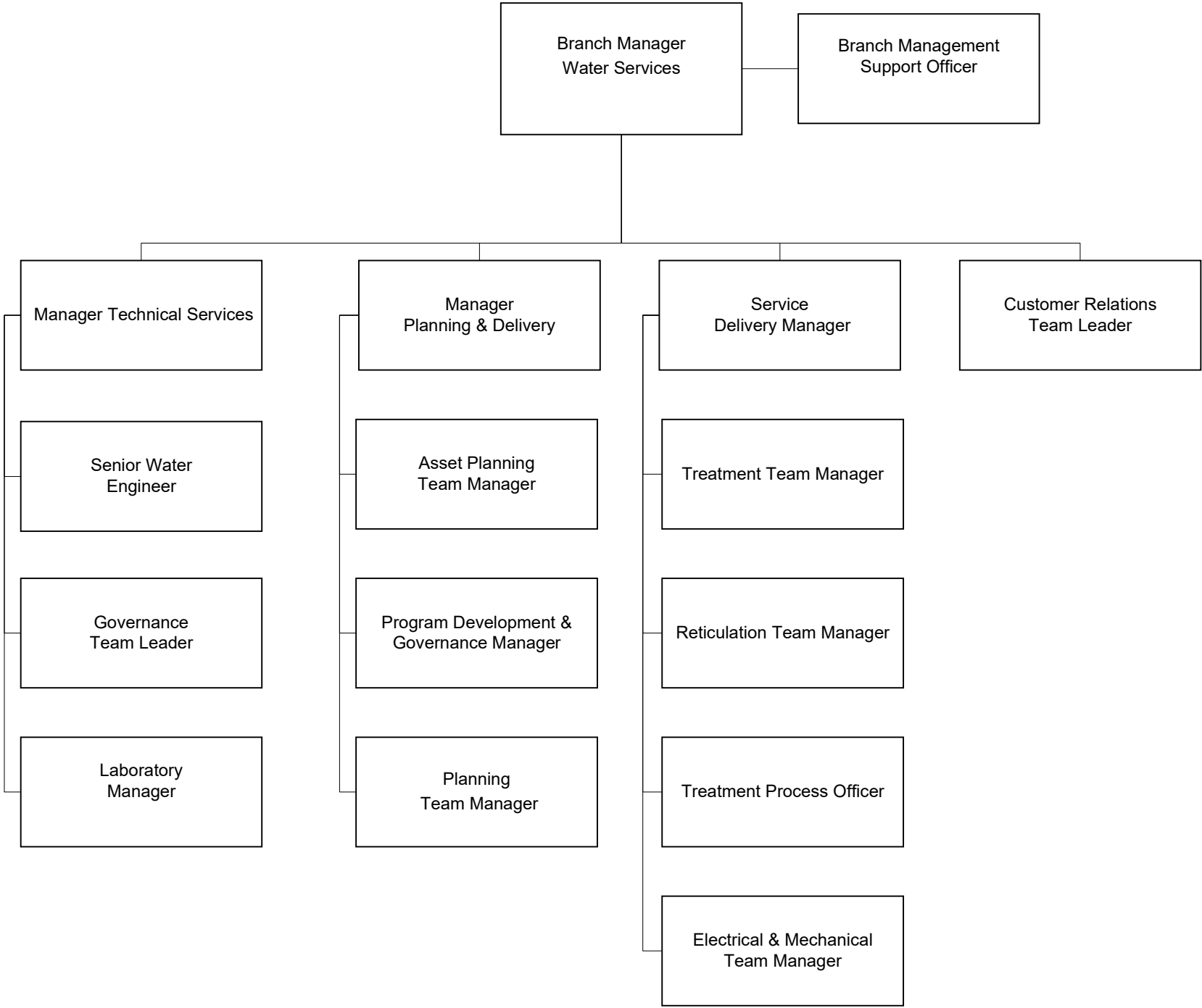
Organisational Structures

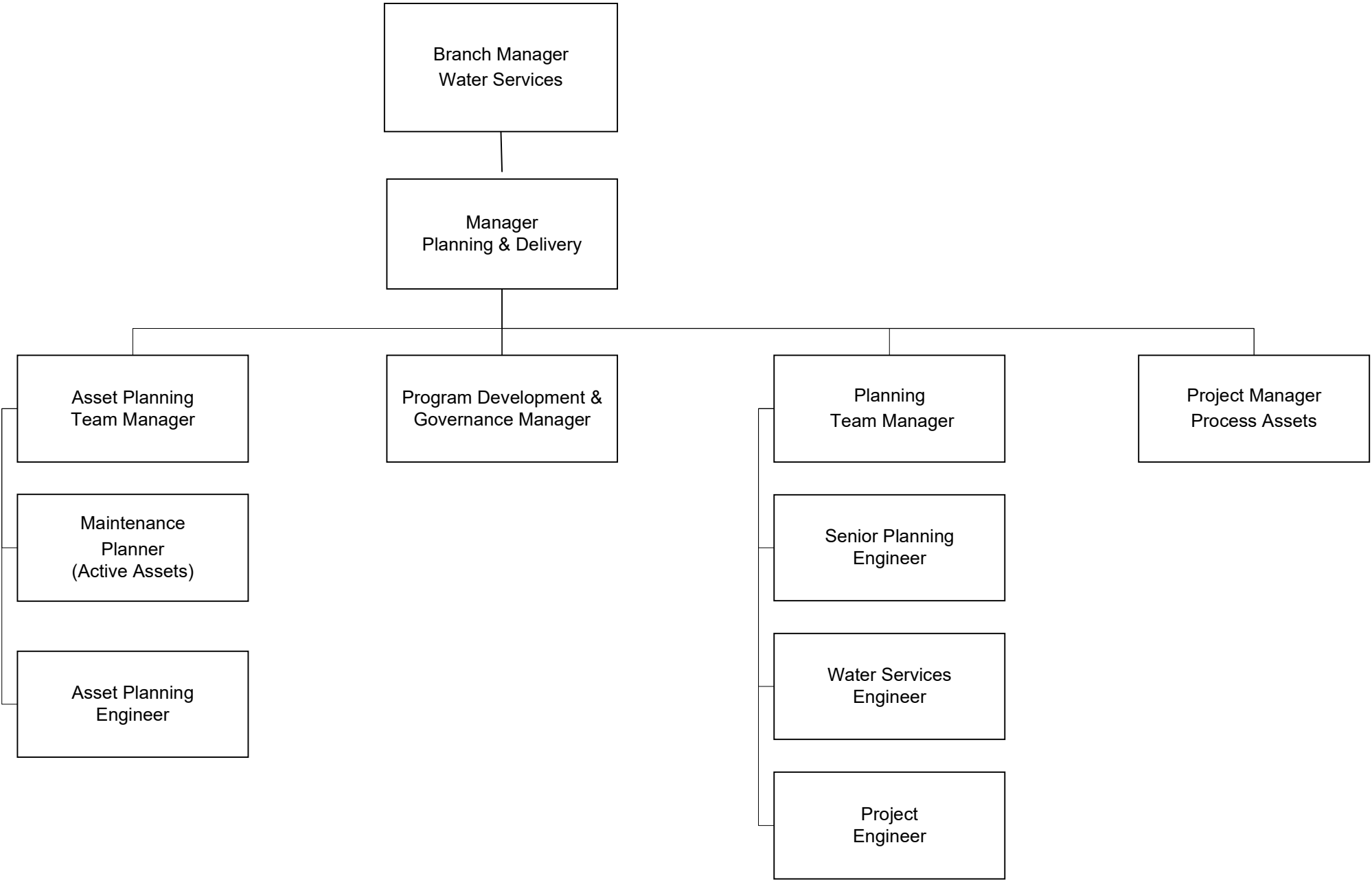
Organisational Structure – Departments and Branches

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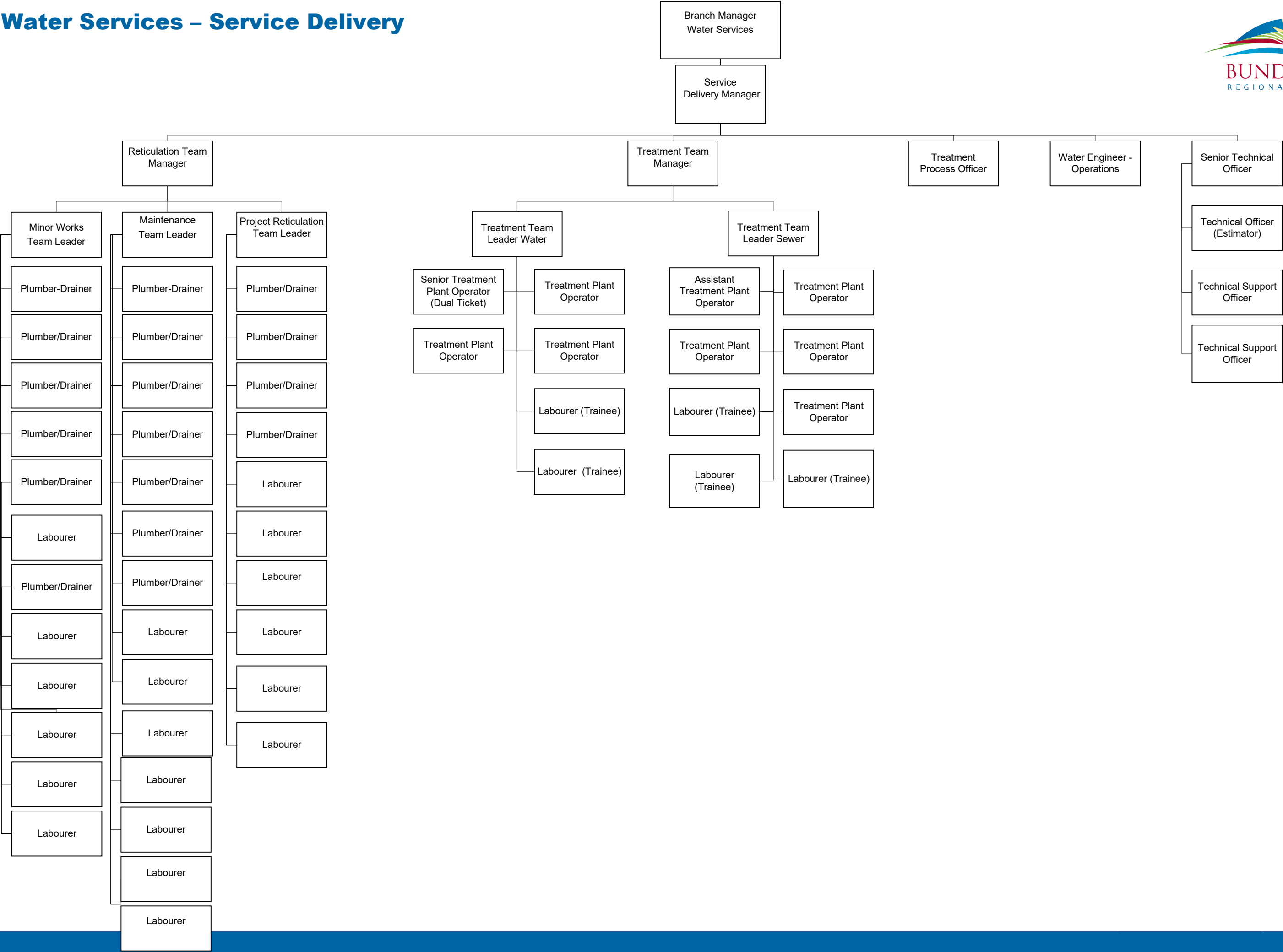


Water Services – Leaders

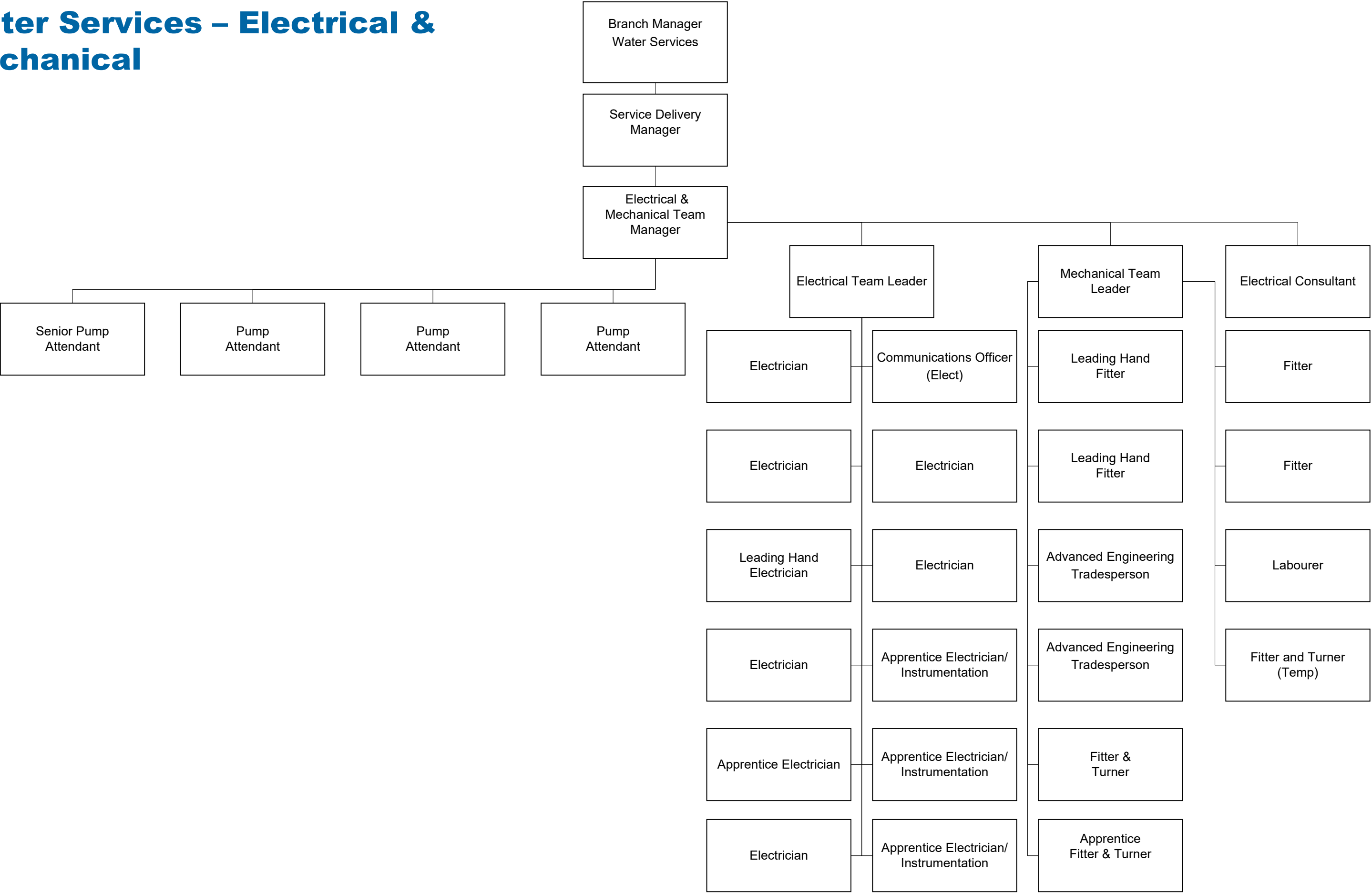




Water Services – Service Delivery



Water Services – Electrical & Mechanical



Water Services – Technical Services

