

APPLICANT PACK

# Manager Roads Program Delivery

Gladstone Regional Council



RECRUITING  
FOR:



## CONTACT

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We respectfully acknowledge the Traditional Owners, the the Bailai, the Gurang, the Gooreng Gooreng and the Taribelang Bunda people, 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 Opportunity

Gladstone Regional Council (GRC) is located in Central Queensland and is a dynamic, growing region with a thriving economy, diverse industries and a strong sense of community. The region spans over 10,000 square kilometres and includes urban centres, rural townships and coastal communities.

Council provides essential infrastructure and services to more than 65,000 residents, with a strategic focus on sustainable infrastructure investment, community liveability and efficient service delivery.

The Manager Roads Program Delivery is a key leadership role within the Operations Directorate. Reporting to the General Manager Operations, the role is responsible for overseeing the planning, delivery and maintenance of Council's extensive road network.

This position leads the delivery of road infrastructure programs across multiple regions, ensuring works are delivered safely, efficiently and in alignment with organisational priorities. It is a hands-on leadership role with significant operational and strategic impact.





# Key Responsibilities

- Provide strategic and operational leadership for the delivery of Council's road infrastructure program, ensuring alignment with corporate objectives and regulatory requirements.
- Oversee the management of approximately 1,600 km of local road network across four operational regions.
- Manage significant operational and capital works programs and budgets, ensuring sound financial stewardship, value for money and program efficiency.
- Drive program delivery, workforce capability, contractor performance and innovation in service delivery, embedding continuous improvement and accountability.
- Ensure compliance with road safety, environmental and legislative requirements.
- Build and maintain effective working relationships with internal and external stakeholders, including Department of Transport and Main Roads, contractors, councillors and the community.
- Contribute to strategic infrastructure and asset management planning.

# Challenges and Opportunities

This is a pivotal time for Council's road program. The successful candidate will step into a period of organisational change and service transformation, where strong and stable leadership will be critical. They will need to deliver an extensive and geographically dispersed program of works while embedding greater operational consistency and accountability across four regions.

The role presents opportunities to modernise program delivery through asset management, innovation and workforce capability uplift. There is scope to strengthen cultural alignment within the operational teams, build trust and engagement with internal and external stakeholders, and deliver tangible improvements to community outcomes through a focused and sustainable infrastructure program.



# The Leadership Opportunity

This role provides the opportunity to lead one of Council's most visible and community-facing service areas. It requires a leader who can unite dispersed teams, build trust and engagement, and lift performance through cultural and operational change.

The Manager will lead a team of approximately 80 staff, including seven direct reports (six team leaders and a Road Maintenance Performance Contract (RMPC) team leader) and a Senior Technical Officer. With depots located in Gladstone, Calliope, Agnes Water and Miriam Vale, the role involves leading a regionally dispersed operational workforce, building alignment across locations and embedding a consistent and accountable culture.

As part of the Operations leadership team, the Manager will play a key role in supporting Council's broader transformation agenda, driving innovation, improving service outcomes and ensuring the region's road network supports economic and community growth.

## Key Stakeholders

The Manager will need to build trusted, collaborative relationships with councillors and community members, often in politically sensitive contexts and represent Council confidently in external forums.

- Chief Executive Officer
- General Manager Operations and Executive Leadership Team
- Mayor and Councillors
- Community and road users across the region
- Department of Transport and Main Roads
- Contractors and suppliers
- Internal stakeholders including Infrastructure Planning, Asset Management, Procurement and Finance teams





# The Successful Candidate

The ideal candidate will be a capable and collaborative infrastructure leader with the operational experience to manage complex programs and the strategic mindset to drive improvement and innovation. They will bring strong people leadership skills, proven ability to deliver in a geographically dispersed environment, and the confidence to engage with Elected Members and the community on priorities and outcomes.

They will be committed to embedding accountability, supporting cultural improvement and ensuring Council's road program delivers value to the region. Importantly, they will bring the stability and leadership presence required to guide teams through change.



# Key Selection Criteria

- Demonstrated leadership experience in road program delivery in local government, state government or large civil contracting environments.
- Strong financial and operational management capability, with proven experience overseeing large-scale road maintenance and capital works programs.
- Demonstrated ability to lead and develop a large, regionally dispersed operational workforce and deliver consistent performance across multiple locations.
- Proven ability to navigate politically sensitive environments, build trust with elected members and the community, and communicate technical issues clearly and confidently.
- Strong understanding of asset management, road safety and legislative compliance frameworks.
- Degree in Civil Engineering with substantial relevant experience (essential), with RPEQ registration or eligibility to obtain registration (highly desirable).





# Remuneration & Benefits

Joining Gladstone Regional Council means becoming part of a supportive and thriving environment within an experienced and dedicated team. You will be part of a community that is safe, ethical, responsive, visionary, inclusive, community-focused and efficient.

In return for your hard work and dedication, the successful candidate will be rewarded with an attractive Total Remuneration Package (TRP), negotiable based on your qualifications and experience.

- Total Remuneration Package: \$203,003 p.a.
  - \* Option 1: \$173,003 cash + \$30,000 super cap
  - \* Option 2: \$181,252 cash + \$21,751 (12% super)
- Relocation Assistance
- Flexible work arrangements
- Corporate health fund packages
- Employee Assistance Program
- Free skin check program
- Free physiotherapy appointments
- Discount on fitness membership

For further details, explore Gladstone Regional Council's extensive and inclusive [Employee Value Proposition](#).

## Why Work for GRC?

- Be part of a progressive council delivering essential infrastructure to a growing region.
- Lead a capable operational team with a strong impact on community outcomes.
- Work with a CEO and executive team committed to culture, innovation and sustainability.
- Enjoy a coastal regional lifestyle with national parks, islands and a strong local community.





# About Council

**Gladstone Regional Council is located in Central Queensland, and boasts national parks, state forests, beaches, islands and is known as the gateway to the Great Barrier Reef.**



Gladstone Regional Council oversees a dynamic coastal region in Central Queensland, covering an area of over 10,000 square kilometres with a population of approximately 65,000.

Notable communities in the Gladstone Region include Gladstone City, Tannum Sands, Boyne Island, Agnes Water, Seventeen Seventy, Calliope, Miriam Vale, Mount Larcom and Rosedale.

The Council is composed of nine councillors, including the Mayor, and employs 850 staff members. The council operates with an estimated annual budget of \$84 million and manages \$2.9 billion in assets. Council manages total revenue of \$293 million, operational expenditure of \$264 million and total expenditure of \$369 million.

The council controls key assets such as the Gladstone Airport and operates the Gladstone Entertainment and Convention Centre along with a network of libraries. Gladstone Regional Council also has three administration centres located in Gladstone Central, Calliope and Miriam Vale, facilitating efficient governance and service delivery across the region.

Links to Council Information





# 2021-2026 Corporate Plan Summary

GRC's *Corporate Plan 2021–26* articulates the organisation's long-term direction under the vision “**Connect. Innovate. Diversify.**”

## Strategic Goals:

1. **Connecting Communities** - strengthen local engagement, support participative governance, enhance community infrastructure and ensure service delivery responds to local needs.
2. **Delivering Value** - improve efficiency, maintain asset-management maturity, enhance customer experience and realise value-for-money outcomes.
3. **Resilient Economy** - build on the region's industrial base, diversify economic activity, support liveability and ensure sustainable economic growth.
4. **Our People** - develop workforce capability, embed leadership and safety culture, attract and retain talent, and support organisational performance.
5. **Accountable Council** - provide transparent governance, manage risk effectively, maintain financial sustainability and deliver environmental stewardship.

## How GRC Plans to Achieve These Goals:

- Implement annual Operational Plans aligned to each strategic goal, with measurable initiatives and clear accountabilities.
- Maintain integrated asset-management and service-delivery frameworks to ensure assets remain fit for purpose and align with service outcomes.
- Monitor and report performance via quarterly reports and annual reviews to track delivery against strategic goals and provide transparency.
- Foster workforce culture aligned with strategic goals through training, leadership development and workforce planning aligned to service delivery demands.
- Embed governance, risk and financial controls that support long-term sustainability and ensure accountability across the organisation.

The Corporate Plan provides a cohesive framework linking long-term strategic intent with operational delivery. Its focus on community engagement, organisational capability, responsible governance and sustainable service outcomes ensures GRC remains adaptable and aligned with the evolving needs of the Gladstone Region.

## References:

- [Corporate Plan 2021–2026, Gladstone Regional Council.](#)
- [Operational Plan 2025–26.](#)





# Financial Performance and Long-Term Financial Plan

GRC's 2025/26 Budget, totalling **\$369.1 million**, reflects the organisation's commitment to financial sustainability, service efficiency and strategic infrastructure investment.

The budget theme "**Proudly delivering results**" highlights an emphasis on maintaining liveability and environmental resilience while delivering essential services.

## Strategic Financial Objectives

1. **Maintain Service Sustainability:** Ensure essential services and infrastructure meet current and future community needs.
2. **Responsible Rate Management:** Keep rate increases moderate while balancing affordability and service expectations.
3. **Debt Discipline:** Reduce borrowings and maintain strong liquidity and cash reserves.
4. **Capital Investment:** Prioritise asset renewal, growth-enabling infrastructure and externally funded projects.
5. **Long-Term Planning:** Use the Long-Term Financial Forecast (LTFP) to manage future cost pressures, asset maintenance and investment opportunities.

## How GRC Plans to Achieve These Objectives

- **Targeted Capital Program:** Allocate approximately **\$105 million** in capital works, focusing on water and wastewater (\$51.9 m), roads and drainage (\$17.7 m) and sport and recreation infrastructure (\$10.9 m).
- **Sustainable Rating Strategy:** Apply a modest **2.51 %** increase in residential general rates, with total average increases (including utilities) around **4.05 %**, maintaining affordability.
- **Conservative Debt Management:** Continue a policy of no new borrowings (13th consecutive year) and reduce interest-bearing debt to around **\$74.3 million** by June 2026.
- **Revenue Diversification:** Seek external funding - State, Federal and private partnerships, to reduce pressure on ratepayers and fund major infrastructure projects.
- **Robust Long-Term Financial Forecasting:** Update the 10-year LTFP annually to reflect inflationary trends, service demands and emerging opportunities for co-funded capital investment.
- **Asset Renewal and Maintenance:** Deliver planned renewals across critical assets to sustain long-term functionality and reduce whole-of-life costs.

GRC maintains a financially sustainable position with a clear focus on service continuity, infrastructure investment and responsible financial management. Through disciplined budgeting, long-term planning and strong debt control, the council ensures it can meet the region's infrastructure and service needs while preserving affordability and resilience.

## References:

- [Budget 2025–26 – Gladstone Regional Council.](#)
- [Media Release: Budget's Forward Focus on Improving Region's Liveability and Sustainability.](#)





# Summary of Economic Development Strategy

Gladstone Regional Council's economic development direction is guided by two complementary frameworks - the *Economic Development Strategy 2021–2025* and the *Gladstone Region Economic Transition Roadmap 2022–2032*. Together, they provide a coordinated approach to strengthening the regional economy, driving industry diversification and supporting the transition to low-carbon and renewable energy industries.

## Strategic Themes

The *Economic Transition Roadmap* identifies six overarching strategic themes:

1. **Energy Security, Reliability and Affordability** – maintaining Gladstone's position as a national energy hub while enabling the transition to cleaner energy sources.
2. **Hydrogen Industry Development** – creating the conditions for a viable hydrogen sector through investment attraction, infrastructure, skills and regulation.
3. **Economic Diversification** – supporting new industries such as advanced manufacturing, clean technology and circular-economy initiatives to reduce dependence on traditional heavy industry.
4. **Workforce Support and Development** – ensuring the local labour force can adapt to new sectors, attract skilled workers and retain talent through liveability and training pathways.
5. **Community Benefit** – delivering equitable economic outcomes, improved liveability and shared value for all residents.
6. **Environmental Protection and Regeneration** – ensuring industrial and economic expansion aligns with environmental responsibility and resilience.

## How GRC Plans to Achieve These Outcomes

- **Strengthening energy infrastructure** by facilitating renewable generation, storage and transmission projects, enabling distributed systems and aligning planning frameworks with regional energy objectives.
- **Building a sustainable hydrogen industry** through coordinated investment, common-user infrastructure, export readiness and partnerships with state and federal agencies to deliver a globally competitive hydrogen precinct.
- **Encouraging diversification and innovation** by expanding advanced manufacturing and clean technology industries, preparing industrial land, improving logistics connections, and providing investment-friendly regulatory environments.
- **Developing workforce capability** by partnering with education and training providers, supporting transition programs for existing industrial workers and implementing liveability strategies that attract professionals and their families to the region.
- **Enhancing community wellbeing** by investing in affordable housing, health, social and cultural infrastructure, ensuring that local communities share in the benefits of economic transformation.
- **Embedding environmental stewardship** across all growth activities, protecting waterways and habitats, promoting low-emission practices and fostering collaboration with First Nations groups and community stakeholders in environmental planning.

Implementation is supported through more than 90 identified actions across government, industry and education partners.

## References:

- [\*Gladstone Region Economic Transition Roadmap 2022-2032\*](#).
- [\*Economic Development Strategy 2021-2025\*](#).
- [\*Economic Transition Roadmap 2022-32 Summary Report\*](#).





# Organisational Culture and Community Satisfaction Survey Results

Gladstone Regional Council (GRC) recognises that its people and organisational culture are central to delivering quality services and achieving strategic objectives. Under the Corporate Plan 2021–2026, the “Our People” and “Delivering Value” goals provide a framework for workforce development, customer experience and community engagement.

**Workforce and Organisational Culture:** GRC employs around **850 staff** across professional, trade and operational areas, supported by strong frameworks for safety, development and performance.

- **Safety and Wellbeing:** A “Zero Harm” culture underpins all activities, with the Lost Time Injury Frequency Rate (LTIFR) consistently below the Queensland local government average.
- **Leadership and Capability:** The *Leadership Capability Framework* and professional development programs build supervisory, resilience and project-management skills.
- **Engagement and Wellbeing:** Flexible work, wellbeing initiatives and the *Living Our Values* awards support retention and staff satisfaction.
- **Customer Service and Efficiency:** In 2024–25, Council managed **31,000+ customer enquiries** and finalised **4,253 requests** within five days. Digital service improvements have enhanced responsiveness and accessibility.
- **Performance Monitoring:** Quarterly reporting tracks outcomes against strategic targets; the *Q3 2024–25 Performance Report* recorded **69 % completion** of planned initiatives against a 70 % goal.
- **Continuous Improvement:** Employee feedback and culture surveys show positive trends in communication, trust and alignment with organisational values, with ongoing improvement actions in 2025–26.

**Community Satisfaction and Engagement:** GRC conducts regular *Community Perception Surveys* to assess satisfaction with services and facilities. Recent results include:

- **Overall satisfaction:** 61 % (regional benchmark 55 %)
- **Parks and open space:** 65.4 %    **Local roads and bridges:** 53.8 %
- **Customer service:** 59 %

Survey insights guide service priorities, asset-renewal programs and communication strategies. Broader engagement occurs through the *Community Voice* panel, project consultations and online feedback tools, ensuring community views shape decision-making and policy.

GRC maintains a strong focus on people, performance and community connection. A safe, capable and accountable workforce, coupled with ongoing community engagement and data-driven improvement, ensures services remain responsive, transparent and aligned with regional expectations.

## References:

- [Corporate Plan 2021–2026.](#)
- [2024–25 Operational Plan – Quarter 3 Performance Report.](#)
- [Community Perception Survey – Calliope Local Profile](#)
- [Budget and Operational Plan 2025–26 \(People and Performance Commentary\).](#)

## VISION

**Connect. Innovate. Diversify.**

## VALUES

### **Safe**

We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions.

### **Ethical**

We operate with transparency, openness and accountability at the fore.

### **Responsive**

We respond by being present, proactive and solutions-focused, and we deliver on our commitments.

### **Visionary**

We plan as future-thinkers and opportunity-seekers and we have the courage to shape a better future for our community.

### **Inclusive**

We create and value diversity and we actively demonstrate our commitment to equality and inclusivity.

### **Community**

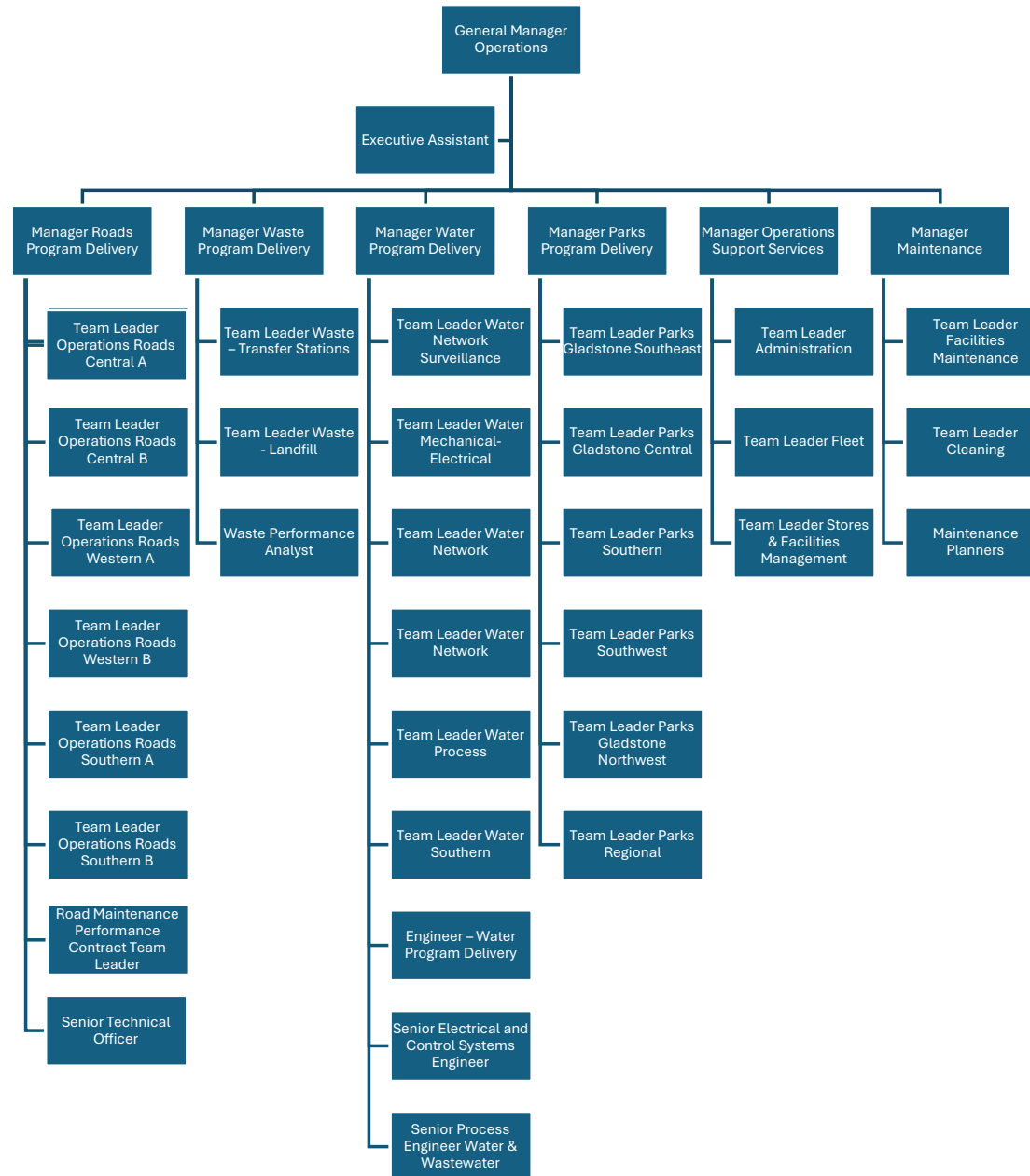
We care about each other and our environment and we recognise that community is the core of our business.

### **Efficient**

We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve services.



# Organisational Structure





# Living in the Region



## Housing

Housing in the Gladstone Region offers a diverse range of options to suit various lifestyles and budgets. The area features a mix of modern apartments, family homes and rural properties, providing residents with choices that cater to different needs. The region's affordability and availability of land make it an attractive location for both homebuyers and renters. Additionally, the community's growth and development have led to ongoing improvements in infrastructure and amenities, enhancing the overall living experience.



## Educational Facilities

The Gladstone Region boasts a comprehensive range of educational facilities catering to all levels of learning. There are numerous primary and high schools throughout the region, ensuring accessible education for families. For further education, the region is home to the Gladstone campus of Central Queensland University (CQU), offering a variety of undergraduate and postgraduate programs. Additionally, the Central Queensland TAFE provides vocational training and education in various fields, supporting skill development and career advancement for residents.



## Healthcare

The Gladstone Hospital provides a wide range of medical services, including emergency care, surgery and maternity services. In addition to the public hospital, the region has several private healthcare facilities, including the Gladstone Mater Hospital. Numerous medical centres and clinics are distributed throughout the region, ensuring accessible primary healthcare. These facilities are supported by allied health services such as physiotherapy, dental care and mental health services, contributing to a well-rounded healthcare system for the community.





# Living in the Region



## Shopping & Dining

Key shopping destinations include Stockland Gladstone and the Gladstone Central Shopping Centre, both offering a wide range of retail stores, supermarkets and specialty shops. The region also features numerous boutique stores and local markets, providing unique shopping experiences. Dining options are abundant, with a variety of cafes, restaurants and eateries offering cuisines from around the world. Popular dining precincts include the Gladstone Marina, which hosts waterfront restaurants and the Goondoon Street area, known for its eclectic mix of dining venues.



## Sports & Recreation

Numerous sporting clubs cater to a wide range of interests, including football, cricket, netball and rugby. The region is also home to several modern sports facilities, such as the Gladstone Aquatic Centre and the Gladstone Tennis and Squash Centre. Outdoor enthusiasts can enjoy activities like hiking, fishing and boating, with access to beautiful parks, trails and waterways. The region's proximity to the Great Barrier Reef provides exceptional opportunities for diving, snorkeling and other water sports.



## Getting Around

Located approximately 550 kilometers north of Brisbane, the region is easily accessible by road via the Bruce Highway, offering a scenic drive through Queensland's countryside. For air travel, the Gladstone Airport serves as a vital gateway to the region, providing regular flights to and from major cities such as Brisbane and Rockhampton. Within the region, public transport options include bus services operated by Gladstone Transit, connecting various suburbs and communities.

To find out more about living in the Gladstone Regional Council region head to [“Glad You Made It”](#).



An aerial photograph of a coastal landscape. In the foreground, there are dark, jagged rock formations meeting the turquoise ocean. A path winds through a lush green hillside that slopes down towards a small cluster of white buildings. The ocean curves around the land, and in the distance, more hills are visible under a sky with scattered clouds.

**Discover Gladstone**





# Recruitment Process and Timeframes



## How To Apply?

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

- Your CV / Resume
- A covering letter outlining your interest in the role and addressing the [Key Selection Criteria](#)



## Evaluation Process

Leading Roles and Gladstone 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. Gladstone Regional Council 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. You will also be required to undergo a criminal history check, VEVO “right to work” check as well as financial probity checks.



## Indicative Timeframes



### Applications Open

- Week Commencing Monday 20 October 2025



### Applications Close

- 5:00 pm Monday 10 November 2025



### Initial Assessment

- Week Commencing 10 November 2025



### Council Interviews

- Week Commencing 24 November 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
<b>Week 1-3</b> Application Stage	<ul style="list-style-type: none"> <li>• <b>Application Acknowledgment:</b> Prompt acknowledgement of your application.</li> </ul>
<b>Week 4</b> Initial Interviews	<ul style="list-style-type: none"> <li>• <b>Applicant Review:</b> We work closely with our clients to determine longlisted applicants that match the requirements for the role.</li> <li>• <b>Video Conference Interviews:</b> Initial interviews with longlisted applicants.</li> <li>• <b>Feedback:</b> Shortlisted applicants agreed with client. Feedback provided to applicants.</li> </ul>
<b>Week 5 &amp; 6</b> Client Interviews	<ul style="list-style-type: none"> <li>• <b>Preparation:</b> Shortlisted candidates receive a briefing prior to client interview.</li> <li>• <b>Panel Interviews:</b> Consultants facilitate client interviews, at the discretion of the client, online or in-person.</li> <li>• <b>Feedback:</b> Post-interview feedback provided to candidates.</li> </ul>
<b>Week 5 &amp; 6</b> Verification	<ul style="list-style-type: none"> <li>• <b>Checks:</b> Simple online verification, including: <ul style="list-style-type: none"> <li>◦ Reference Checks</li> <li>◦ Criminal History and Right to Work Checks</li> <li>◦ Psychometric Assessments (if requested by client)</li> </ul> </li> </ul>
<b>Week 6</b> Offer & Negotiation	<ul style="list-style-type: none"> <li>• <b>Negotiation:</b> Consultant to support salary negotiations.</li> <li>• <b>Engagement:</b> Direct candidate engagement with the Council for contract questions and onboarding.</li> </ul>
<b>Week 6 to 8</b> Project Finalisation	<ul style="list-style-type: none"> <li>• <b>Future Opportunities:</b> If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.</li> </ul>
<b>Post Placement</b>	<ul style="list-style-type: none"> <li>• <b>Check-in:</b> Regular check-ins throughout the first year.</li> </ul>





# BELINDA WALKER

Executive Talent Consultant



Belinda is our senior talent consultant with close to 20 years’ experience recruiting executive, senior management and specialist roles in the public and private sectors throughout Australia and the United Kingdom.

Belinda commenced her career as a communications specialist, working in the not-for-profit and professional services sectors in the UK and Queensland.

Belinda prides herself on her stakeholder engagement skills, her client and candidate care, and her collaborative communication style to ensure a quality and professional level of service is always delivered.

## CONTACT

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ATTACHMENT

# Position Description



# Gladstone Regional Council

## Position Description

<b>Position Title</b>	Manager Roads Program Delivery		
<b>Position No/s</b>	10679		
<b>Business Unit</b>	Operations		
<b>Group</b>	Roads Program Delivery		
<b>Work Location</b>	Calliope or Gladstone		
<b>Position Status</b>	Permanent Full Time		
<b>Classification Level</b>	Common Law Contract		
<b>Employment Conditions</b>	<i>Industrial Relations Act 2016</i>		
<b>Reporting Line</b>	General Manager Operations	<b>Position No.</b>	11113
<b>Appointments Under Legislation</b>	Authorised Person and Local Government Worker		

### PART A

#### POSITION PURPOSE

This is a key strategic leadership role responsible for providing high-level management and oversight of Council's internal and external road network projects and associated contracts. The role is accountable for the safe, efficient, and cost-effective delivery of all activities related to maintaining a high-quality road network across the Gladstone Region.

As a visible and people-focused leader, the Manager Roads Program Delivery builds trust, empowers staff, and fosters a culture of accountability and continuous improvement. The role ensures that services are delivered in alignment with Council's strategic goals, delivering tangible value for the community and stakeholders through integrated service delivery, innovation, and operational excellence.

#### POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

- Lead and develop the Roads Program Delivery team, setting clear milestones, tracking progress, and embedding a culture of delivery, continuous improvement and accountability.
- Foster collaboration across Council, external stakeholders, and the community to ensure integrated service delivery, shared outcomes, and strong working relationships.
- Implement and oversee performance management practices, including one-on-ones, skip-level reviews, and early intervention coaching to drive individual and team excellence.
- Champion a customer-first approach by optimising Customer Service Request workflows, ensuring fair workload distribution and timely resolution.
- Manage the Roads Program Delivery budget in partnership with Maintenance Planning and Capital Delivery, ensuring resources are aligned to priorities and financial targets.
- Promote sustainable practices and ensure compliance with legislation, environmental protection requirements, Council policies, and industry standards through regular procedure reviews and risk-based oversight.
- Drive innovation by evaluating new technologies, refining work practices, and leading organisational development initiatives, including learning and development planning.
- Prepare and present reports, submissions, and data analysis to Council and the Executive Management Team, supporting strategic planning and informed decision-making.
- Coordinate infrastructure response planning for natural disasters, including damage assessments and recovery.

# Gladstone Regional Council

## Position Description

- Represent Council in contractor supervision, community consultation, and, when required, provide expert advice on construction matters.

### KEY INTERNAL AND EXTERNAL RELATIONSHIPS

These relationships are important for understanding the nature of the interpersonal skills required to successfully perform the role.

- The Executive Leadership Team.
- General Manager Operations.
- Respective Group Managers.
- Council leaders across the business.
- Members of the public.
- Other employees.
- Government departments (local, state, federal).
- Local businesses.
- Community Groups
- Third party contractors.

### ESSENTIAL REQUIREMENTS

1. Bachelor of Civil Engineering (or related discipline) and/or demonstrated substantial high level strategic management experience in project and program management across road infrastructure, construction, and maintenance.
2. Demonstrated capability in managing high-risk operations, including asset construction and maintenance and risk-based oversight aligned with legislative and environmental standards.
3. Proven strategic leadership experience, including success in building constructive team cultures, leading multifunctional teams, and embedding continuous improvement and accountability.
4. Advanced interpersonal, negotiation, and communication skills, with demonstrated ability to influence stakeholders, lead community consultation, and present complex information clearly through reports and presentations.
5. Strong financial and resource management skills, including experience in budget planning, cost control and aligning resources to strategic priorities in partnership with internal teams.
6. Experience in procurement and contract management with working knowledge of procurement frameworks and contractor performance oversight.
7. Understanding of sustainable infrastructure practices, including environmental protection requirements and the integration of innovative technologies and materials in Roads Program Delivery.
8. Demonstrated commitment to organisational development, including leading learning and development initiatives and workforce capability planning.
9. Proficiency in digital tools and data systems, including Microsoft Office Suite, corporate business systems and asset management systems.
10. Legally able to drive a motor vehicle in Queensland.

### DESIRABLE QUALIFICATIONS AND EXPERIENCE

1. Previous local government experience.
2. Experience in emergency and disaster response planning, particularly in coordinating infrastructure recovery efforts and damage assessments.
3. Registration with Registered Professional Engineers of Queensland (RPEQ) or Chartered Professional Engineer (CPEng).

### WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is required to work indoor and at times outdoor and will require periods of sitting at a desk and operating a computer and telephone. The position also requires the employee to work outdoors carrying out physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, and lifting.



# Gladstone Regional Council

## Position Description

### SUPERVISORY CONTROL AND EXTENT OF AUTHORITY

- This position works under strategic direction from the General Manager Operations.

### PART B

### KEY PERFORMANCE STANDARDS AND EXPECTATIONS

- Act as the leader or principal decision maker of an operationally distinct function, program or business unit/group, who may act independently within the position accountabilities, delegations and Council policy, including performance of the function.
- Maintain strong and effective relationships across Council incorporating and strengthening collaborative and interdisciplinary teamwork.
- Lead and promote a culture of high performance and support staff to deliver on strategic and operational objectives across Council.
- Take a leadership role in communicating strategy to your teams and assist staff to understand their role in delivery.
- Develop the capability of Council's workforce through effective performance management, talent management and succession planning.
- Foster high levels of staff engagement and mutual trust and respect in the work environment; valuing diversity and creating an environment where employees can perform at their best in a workforce free from discrimination and bullying.
- Develop, communicate, promote and inspire others to share ownership of and contribute to Council's vision and strategic goals.
- Role model Council's values; maintain confidentiality and always act in accordance with Council's Code of Conduct.
- Represent the business by promoting a positive image, ensuring customer-focused, efficient and safe service delivery.
- Seek regular feedback and self-assess personal/professional strengths and weaknesses for development and to pursue professional growth.
- Act with care, attention and due diligence to exercise decision making in accordance with delegations and instruments of authority.
- Maintain awareness and take responsibility for identifying and managing risks associated with performance of duties and escalate risks where required.
- Analyse, monitor and report risks associated with performance of duties ensuring compliance with Council's endorsed risk management framework.
- Acquire and maintain current knowledge of the requirements and functions of employees and Council under the *Local Government Act 2009*.
- Remain abreast of statutory requirements of the *Work Health and Safety Act and Regulations 2011*, *Anti-Discrimination Act 1991*, *Information Privacy Act 2009* and *Right to Information Act 2009* and any other state and federal legislation delegated to Council.
- Understand and apply environmental standards, policies and procedures and take all reasonable and practicable measures to minimise harm to the environment including identification and reporting of environmental incidents.
- Implement controls and management measures to minimise the risk of harm to the environment ensuring compliance with Council's environmental obligations.
- Monitor the environmental performance of Council and ensure effective management processes are in place to support continual improvement and fulfilment of Council's environmental obligations.

# Gladstone Regional Council

## Position Description

- Ensure you and your colleagues comply with the *Work Health and Safety Act 2011*, policies, procedures and advices with a particular emphasis on risks and duties of workers as well as seeking appropriate on the job training.
- Log all workplace health and safety concerns, breaches or incidents into Councils safety system.
- Actively promote identification and correction of hazards and risks including timely investigation and completion of incident investigations.
- Provide leadership to ensure the work environment supports work health and safety (WHS) legislation and systems.

### ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Performance standards and expectations relating to this position will be detailed in relevant performance and review plans.

#### POSITION APPROVAL

Approved by:	General Manager Operations
Revised Date:	September 2025





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