MANAGER, CITY MAINTENANCE
POSITION DESCRIPTION

Position Title:	Manager, City Maintenance
Responsible To:	Associate Director, City Operations
Council Portfolio	City Shaping
Council Program:	City Operations
Classification Level:	Managerial, Common Law

Overview of Portfolio

The City Shaping Portfolio leverages and celebrates our role as a Capital City Council and delivers the services that protect our heritage, Park Lands and urban environment and demonstrates our environmental leadership now and into the future.

Overview of Program

The City Operations Program ensures our city's assets, including streets, parks and other public spaces are attractive, clean, well presented and maintained so we all have a city to enjoy and be proud of.

Key Relationships / Interactions

Internal	Employees across the City Operations Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams Elected Members Councils Executive Team
External	Government Agencies Industry Peak bodies Event Managers Consultants, contractors and labour hire agencies Members of the Community Training Organisations



Primary Purpose	As part of the City Operations Program the Manager, City Maintenance will provide leadership to the Infrastructure Maintenance, Trades and Facilities Maintenance Teams to ensure the effective and efficient delivery of maintenance of civil infrastructure, buildings and Urban assets.
Responsibilities	The Manager, City Maintenance is responsible for: • Providing influential and supportive leadership to the teams to ensure capability and capacity is maximised to deliver efficient and customer focussed services. • Supporting the development of team skills, retaining talent and leading cultural change to support a high-performing, constructive, safety conscious and agile workforce. • Manage the cost-effective planning and delivery of maintenance services including Buildings and Facilities Maintenance, Plant and Equipment and Urban Elements across the city using Trade Services (mechanical, metal fabrication, electrical, painting and carpentry trades). • Lead and support a range of City Operations projects and initiatives to enhance service standards and deliver improved workforce outcomes. • Planning and delivery of footpath, roads and stormwater network maintenance and minor civil works program delivery through the Infrastructure Maintenance Teams. • Providing specialist advice to the Associate Director City Operations, Elected Members and Leaders on measures to improve City of Adelaide's performance in all areas of infrastructure asset maintenance and trades services. • Leading the development and implementation of work practices and business systems that optimise the use and availability of both human and physical resources to achieve targets for planned and reactive maintenance. • Leading and implementing performance monitoring and reporting systems and contracts. • Ensuring the effective management of contracts for the supply of materials and services to achieve best value outcomes. • Managing the development of annual business plans including significant Capital and Operating Budgets • Leading general planning and design initiatives and project management services in support of events management in the city. • Growing and maintaining a positive reputation for the CoA's Operations with both our internal and external customers by building strong relationships and providing an excellent standard of service. • Undertaking research and keeping up to date on trends in policy, practice or technology in relevant areas. • Fostering and maintaining strong relationships with key stakeholders including CoA leaders, consultants, property owners, contractors, State Government and other authorities as required.



Responsibilities for all Leaders:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Lead and manage your team/s to ensure employee engagement and development, resource optimisation, legislative compliance, and the implementation of ongoing service enhancements.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing.
- Take accountability for identifying, reporting, and responding to WHS incidents or near misses, and ensure the appropriate and responsible use of equipment, supplies, and personal protective equipment (PPE) across the team.
- Lead the team in adhering to security requirements (both physical and cyber) by actively modelling best practices, following secure data handling protocols, supporting secure system management, and ensuring team compliance with all information security and safety obligations.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Ensure completion of all mandatory training and support ongoing professional development both personally and across the team aligned with CoA expectations, compliance requirements and information security.
- Monitor and manage budgets and expenditure within delegated limits to ensure efficient and accountable use of financial resources.

Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities



Position Criteria

Qualifications	A tertiary qualification in Engineering, Asset Management, Infrastructure Maintenance, Facilities Maintenance, Business or a related field and/or commensurate demonstrated experience including at Senior Management Level in lieu of formal qualifications.	**Essential**
People Management	Experience in providing effective leadership which continually enhances and builds the team's capability and performance. Demonstrated ability to mentor and support employees in their professional development. Thorough working knowledge of people management practices, policies and procedures. Highly developed change management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration.	**Essential**
Financial Skills & Acumen	Ability to forecast the impact of programmable events on the budgeting process. Previous experience in managing significant complex departmental budgets and understanding of the financial process including capital, operating and cost recovery.	**Essential**
Technical Knowledge & Experience	An appropriate mix of specialist knowledge and experience to ensure that the programs and services for which the team is responsible are planned, designed, implemented and maintained at the highest standard at the optimum service levels and cost. Extensive experience in delivering maintenance services in a complex urban/city environment minimising disruption to the city. Extensive experience in asset maintenance management and the use of Asset Management/Maintenance systems. Sound knowledge of relevant legislation and policies relating to delivery of services in civil infrastructure and facilities maintenance.	**Essential**
Project Management	Highly developed project and consultant management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration. Substantial experience in the management and administration of high value service delivery contracts.	**Essential**
Innovation & Initiative	Proven ability to think strategically, analyse complex situations, develop creative solutions and achieve outcomes that advance the Program's objectives. Self-motivated, results oriented and able to initiate actions to ensure objectives are achieved. Ability to seek and understand emerging trends in related field.	**Essential**



Resource Management & Decision Making	Proven management ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to prioritise and be flexible when responding to changing priorities and demands.	**Essential**
Professional Development	A commitment to ongoing professional development and continuous learning.	**Essential**
Customer Commitment & Integrity	Excellent customer service skills, including the ability to effectively liaise and engage with members of the public and community groups. Demonstrated high level skills in dealing confidently and courteously with people both internally and externally.	**Essential**
Collaboration & Communication	Proven ability to build positive relationships and consult, negotiate, influence and communicate with all levels of leadership and employees, government agencies, stakeholders and the community, both verbally and in writing. Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around relevant strategies, services and activities.	**Essential**
Administrative Skills	Highly developed written and oral communication skills, including demonstrated ability to write high quality reports, communicate complex terms and concepts and present information to meet the needs of both internal and external audiences. A high level of organisational and time management skills.	**Essential**
Government Experience	Experience working in a government environment.	**Desirable**



Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance will be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	**Office Workstation**
Work Area	**Various**
Physical Demand Rating	**Very Light Work**

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	**Critical Range of Motion:** Shoulder to 90° flexion. **Lift Capacity:** Up to 2kg (ream of paper). **Push / Pull Force:** N/A **Environmental Factors:** Indoor. Carpet in most offices. Lift access in most buildings. **Task Rotation:** tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. **PPE:** Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.