

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Utilities Policy and Projects Manager

Classification: Administrative Services Officer 6(ASO6)

Position number: P49560

Division: City Services

Business unit: Environment and Utilities

Location: Fyshwick

Reports to: Assistant Director, Utilities Policy and Projects

Date last reviewed: Fyshwick

Positon requirements: as per compliance requirements

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

City Services Division

City Services (CS) delivers a wide range of services which Canberran's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths, and cycle paths. City Services also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

Roads ACT comprises of five teams that work closely together to deliver a variety of asset management activities.

- The Road and Path Network business unit looks after the maintenance of traffic signals, traffic operations, the road resurfacing program, community path network and car parks.
- The Environment and Utilities business unit undertakes maintenance work on bridges, other structures, dams, streetlighting, stormwater harvesting and the stormwater drainage network.
- The Works business unit undertakes predominantly in-house work, provides a 24/7 incident response service, street sweeping, lines and signs, roadside furniture, road grading and asphalt.
- The Infrastructure Planning business unit develops the capital works program for new assets and looks after strategic asset management planning, infrastructure services planning and technical standards/specifications for infrastructure.
- The Business Support team provides the overall administration requirements of Roads ACT.

POSITION PURPOSE

This position manages tasks related to policy/procedure development and project/program planning and implementation to assist the Environment and Utilities business unit with the daily on-going tasks associated with service delivery. The successful candidate will work with a diverse and active team within the Environment and Utilities business unit and be a key player in the daily work being undertaken. The majority of the role is focused on managing Roads ACT's network of contaminated sites which require ongoing operation, monitoring, maintenance and communication with relevant stakeholders.

Under limited direction, the position's functions include administration of systems, processes, and quality matters in accordance with Roads ACT's policies, guidelines, practices and procedures to achieve corporate objectives.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. Works

involves interaction/liaison, communication and coordinator, including with works/business units or government agencies, stakeholder, client and supplier. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. Model commitment to continual learning, encourage ongoing development, and develop, engage and the right people to the right roles.

DUTIES / RESPONSIBILITIES

Duties as follows:

- Apply an appropriate level of skill, knowledge (including technical and professional knowledge) and experience necessary to undertake functions to comply with regulations, procedures, policies and programs relating to Environmental objectives and Roads ACT's network of contaminated sites.
- Liase with relevant stakeholders impacted by environmental/public health/worker safety issues (including regulatory authorities such as the Environmental Protection Authority and WorkSafe) to develop and implement environmental and contaminated sites policy and procedures for documentation.
- Procure and manage consultants/contractors to undertake investigations and/or operation/maintenance activities associated with managing Roads ACT's contaminated sites network in accordance with established procurement and contract management procedures.
- Maintain the Roads ACT contaminated sites register and undertake associated records management. Monitor the contaminated sites email inbox and respond to requests for service or procedural queries.
- Update the integrated asset management system and other databases and ensuring all contaminated sites data received is checked and entered the asset management system.
- Drive the development, review, implementation and monitoring of business and data management policies, processes and procedures, and recommend and implement improvements and enhancements for the Environment and Utilities Business unit.
- Coordinate the development of a Liquid Waste Spills Procedure in collaboration with the Environment Protection Authority, WorkSafe and the Roads ACT's Works Business Unit.
- Undertake liaison and coordination within and across functions, including representing the agency at meetings, conferences and workshops associated with Roads ACT's contaminated sites network and other environmental objectives.
- Prepare regular work planning/output reports and assist with other tasks relevant to the achievement of Environment and Utilities objectives as directed.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated ability to deliver high-level research and investigation to solve problems including the ability to learn new software.
2. Demonstrated ability to use initiative and meet deadlines with minimum of supervision while effectively contributing to a small team.
3. Demonstrated communication (oral and written) skills including preparation of complex reports/documents.
4. Demonstrated understanding and commitment to the ACTPS Values, workplace respect, equity and diversity framework, workplace health and safety best practise and industrial democracy principles and practise.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Diploma in Business Administration (or equivalent) is highly desirable or high level problem solving, research and analytical skills or high level business computer literacy, including database packages, project management applications and the Microsoft Office suite (Word, Excel and PowerPoint).
- Driver's licence (C-Class) is essential.
- This position does require a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.

Behavioural Skills

- Teamwork, One Service – develop shared knowledge and understanding that contributes to effective coordination, improved team performance and enhanced service outcomes.
- Demonstrated understanding and commitment to the ACTPS Values, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Utilities Policy and Projects Manager (position number P49560) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never

Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Frequently