

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director Place Management Operations

Location: Dickson Office Block, 480 Northbourne Avenue, ACT.

Classification: Senior Officer Grade B (SOGB)

Reports to: Senior Director Place Management

Position number: P34640

Date last reviewed:

Division: City Services

Business unit: Place Management

Position requirements: Relevant qualifications; White card; Asbestos Awareness card, WWVP card

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

The City Services Division delivers a wide range of services which Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open



space, building and managing our roads, footpaths and cycle paths, building light rail, delivering and operating an integrated public transport network, and maintaining many of Canberra's lakes and ponds. A number of the ACT Government's commercial operations are run by TCCS, including ACT NoWaste, Capital Linen Service, Yarralumla Nursery, and the ACT Public Cemeteries Authority. TCCS employs close to 2000 staff working in locations across the ACT.

BUSINESS UNIT OVERVIEW

City Presentation is a Branch within the City Services Division responsible for planning and management of parks and the public domain, including lakes, street trees and public open space and city places. It maintains the look of the city and its environs and is responsible for, city rangers and the protection of trees on public and private land.

POSITION PURPOSE

The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance to deliver outcomes effectively. Effective employee engagement and strong communication skills are a key enabler in the performance of this role as it is a values-based leadership style.

This role requires a highly capable leader who demonstrates a considered and people-centred approach to engagement with staff, stakeholders and the community. The ability to build a culture of respect, inclusion and continuous improvement, while championing customer service excellence and delivering positive outcomes, is essential.

The ideal candidate will possess an innate ability to identify issues and offer effective solutions to resolve them. They will have the ability to plan and deliver an environmentally appropriate and efficient service, align team performances for improved outcomes and develop team and individual capabilities and capacity to achieve organisational objectives. They will be committed to continual learning, encouraging ongoing team development and engaging the right people for the right roles.

Place Management is responsible for the management and maintenance of parks and the public domain, including, lakes, playgrounds, public open space, local shopping centres and city places.

The Director will support the Senior Director to be responsible for more than 200 personnel and contractors and the plant/equipment required to overall manage and maintain all public open space areas in urban areas of Canberra. This includes responsibility for managing and maintaining; 4300 hectares of public open space, 121 urban lakes and ponds, 500 playgrounds, 90 shopping centres and 2200 hectares of shrub beds.

DUTIES / RESPONSIBILITIES

The position is responsible for:

1. Planning for service delivery readiness and overseeing the efficient operations of the Place Management Unit, delivering whole of life asset management and maintenance programs across urban areas of the ACT.
2. Under limited direction, identifying and implementing strategic improvements to Place Management's practices to modernise its service delivery, and benchmark it with other jurisdictions.
3. Under limited direction, representing the Directorate and Branch in strategic discussions, establishing and maintaining positive relationships with key internal and external bodies including other Government agencies, members of the community and commercial enterprises to proactively plan for future service delivery including the design, handover and ongoing maintenance of public place assets, including horticultural ones.
4. Ensuring that team members and contractors always provide a high level of customer service, commensurate with the Directorate's expectations and set service level standards.
5. Effectively contributing to high level strategic and operational plans, briefs, budget submissions, ministerials and other correspondence in a timely and appropriate manner.
6. Promoting and monitoring compliance with Government policies and legislative requirements in the workplace, including the ACT Public Service Respect Equity and Diversity Framework and Code of Conduct, the Public Unleased Land Act and the Work Health and Safety Act.
7. This position does involve direct supervision of 6 staff.

SELECTION CRITERIA (CAPABILITIES)

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

1. Strong leadership and interpersonal skills, a demonstrated ability to lead to initiate and manage change and foster harmonious and productive teams.
2. Relevant experience in managing urban landscapes and public place assets with a proven ability to analyse servicing options, identify solutions to issues, proactively develop plans and implement operational service delivery programs successfully.
3. Well-developed budget management skills, well-developed skills in procurement and contract management and a demonstrated ability to oversee complex, high profile work programs and projects autonomously.

4. Proven ability to liaise and share knowledge and information within the team and appropriately with colleagues in the wider Service to achieve effective teamwork and collaboration.
5. Highly developed communication (oral and written), conflict resolution and negotiation skills and a proven ability to effectively contribute to the preparation of complex documents including strategic planning documents, budget submissions, briefings and ministerial correspondence.
6. A sound knowledge of and commitment to ACT Government policies and legislative requirements in the workplace, including the ACT Public Service Respect Equity and Diversity Framework and Code of Conduct, a commitment to the CED Values, workplace health and safety procedures, programs, staff development and training.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant tertiary qualification, or equivalent experience
- Permanent resident of Australia
- Current non-restricted drivers Licence (C-class)
- Workplace Health and Safety Induction (White Card) or willingness to obtain
- Asbestos awareness card or a willingness to obtain
- Silica Awareness Card or a willingness to obtain
- 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.
- This position does require a Working with Vulnerable People Check.
- This position does not require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Place Management (position number P34640) 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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
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)	Never
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	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

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

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally