

TITLE:	Manager Environmental Sustainability and Open Spaces
DIRECTORATE:	Places & Spaces
DEPARTMENT:	Environmental Sustainability and Open Spaces
LOCATION:	This position is based at Kew Depot but is expected to work across all locations as required. Partial work from home negotiable
CLASSIFICATION:	Senior Officer
EMPLOYMENT STATUS:	Full Time
POSITION CODE:	TBC

PRIMARY OBJECTIVE AND POSITION CONTEXT

The Manager Environmental Sustainability and Open Spaces is a senior leadership position and leads the Environmental Sustainability & Open Spaces department which coordinates the design, planning, building, renewal and enhancement of open space infrastructure to create welcoming, energised and healthy communities where people live, work and play. It has an important role in leading the development of policies and strategies related to Boroondara's environment and open spaces.

The department engages closely with the community in order to, develop policies and initiatives to reduce pollution, protect biodiversity and invest in renewable energy technology, among many other initiatives aimed at minimising our environmental footprint. In working to transform neighbourhoods and open spaces, and helping create strong and sustainable infrastructure that serves the needs of Boroondara's community both today and in the future.

Services provided by the department:

- Sustainability and environmental project strategy, design and coordination
- Sporting fields and turf management
- Urban forests, trees, parks, gardens and open spaces access and management
- Open space strategy development and acquisition recommendation

This position is responsible for working professionally with employees at all levels across Council and liaising with relevant external stakeholders, including state and federal government departments, tenants, sporting clubs, community groups, professional bodies and other municipalities.

REPORTING RELATIONSHIPS

Reports to:	Director Places and Spaces
Direct reports:	TBC
Internal liaisons:	CEO Councillors Other Council departments and teams, including but not limited to, Customer Care, Capital Works, Facilities, Waste & Infrastructure, Community Support
External liaisons:	Residents, visitors, business owners, community members and general public

Relevant government departments, public authorities
 Consultants and contractors

Budgetary responsibilities: TBC

WORKING WITH CITY OF BOROONDARA

Our Vision is to be a vibrant and inclusive city, meeting the needs and aspirations of its community. We work together to deliver community priorities and place our customers at the centre of everything we do (Purpose).

Our values and behaviours guide the way we work and lead.

How we work

- Think Customer experience
- Act with integrity
- Work together as one
- Explore better ways
- Treat people with respect
- Own it, follow through

How we lead

- Lead by personal example
- Build trust
- Create shared direction
- Inspire possibility
- Empower others

To achieve our strategic goals we need a workforce characterised by energetic, customer focused and forward thinking people. We embrace diversity and actively promote, support and value inclusive and flexible working practices. We are a Child Safe organisation.

KEY RESPONSIBILITIES/OUTCOMES

Key Responsibility	Details	What success looks like
<p>People and team leadership</p>	<p>Facilitate and embed a culture and environment that encourages all employees to perform at their best.</p> <p>Build an aligned, high performing and effective department (and teams) by: setting context; direction; having clearly defined role expectations and monitoring performance; providing timely and constructive feedback; facilitating employee development and ensuring departmental resources are effectively deployed through strong workforce planning practices.</p> <p>Demonstrate our values and behaviours, promoting positive engagement amongst all employees.</p> <p>Actively champion a culture of continuous improvement including active and visible change sponsorship.</p>	<p>Modelling behaviours integral to good people leadership and organisational values.</p> <p>Performance and development plans are completed, monitored and supported.</p> <p>Leading and supporting individuals to achieve their potential and contribute to clear organisational goals and outcomes.</p> <p>Progressively improving people engagement outcome.</p> <p>Apply Council's adopted change management methodology to all change initiatives.</p>

	<p>Actively role model and champion a proactive health, safety and wellbeing culture.</p>	<p>Modelling behaviours integral to good safety leadership. Safety performance indicators are met.</p> <p>Ensure a safe work environment in compliance with OH&S requirements.</p>
<p>Service delivery</p>	<p>Lead the delivery of all services provided by the team.</p> <p>Identify service demands and develop tailored policies and strategies for effective service provision.</p> <p>Ensure services and works are provided in compliance with all legislative requirements and Council policies.</p> <p>Monitor customer satisfaction levels and implement changes as required to ensure service standards are met and exceeded.</p> <p>Ensure appropriate contract structures are in place and effective management of contracts ensuring best value for Council and the community.</p> <p>Liaise with the public and government agencies and stakeholders, and provide effective Council representation to external organisations.</p> <p>Convene and coordinate policy development, working and or implementation groups as required.</p> <p>Ensure capital works projects are planned and delivered on time and within budget.</p> <p>Ensure the department complies with all relevant laws; be they Federal, State or Local Laws and Council policies and guidelines as amended from time to time.</p> <p>Develop and implement department related policies and related strategies, in conjunction with other Council departments, and in accordance with Council Plan commitments.</p>	<p>Strong and increasing customer satisfaction score (environment sustainability).</p> <p>Customer complaints, request fulfilment times.</p> <p>Continued growth in the volume of harvested water re-used</p> <p>Continued reduction in CO2 emissions from Council property in accordance with Council policy.</p> <p>Continued increase in the area of land managed for biodiversity in accordance with Council policy.</p> <p>Judgement in determining the methods and processes used in service delivery.</p> <p>Prompt action is taken when required to address issues and concerns raised in the community.</p> <p>Compliance with Council's corporate measures.</p> <p>Relationships with stakeholders proactively managed in respect to needs, expectations, risk mitigation and complex issues.</p> <p>Council is able to make informed decisions in relation to areas of policy including regarding where advocacy efforts may be directed, for example.</p>
<p>Community engagement</p>	<p>Ensure community engagement processes are appropriately undertaken during the</p>	<p>Relationships with community proactively managed in respect</p>

	<p>development of strategy, programs and policy.</p> <p>Undertake surveys and community consultation.</p> <p>Local and broader communities are engaged appropriately on all matters that are relevant in a timely manner.</p>	<p>to needs, expectations, risk mitigation and complex issues.</p> <p>Formal consultation processes are timely and undertaken in line with Council's community engagement processes.</p> <p>Active consideration of communication materials, methods and means to keep the community informed.</p>
<p>Strategic oversight and continuous improvement</p>	<p>Recommend best practice procedures, policies and technology to assist the efficient delivery of services.</p> <p>Development and implementation of policies and strategies that are incorporated into the Council Plan to set the future direction in environmental management, conservation of natural resources and sustainable development.</p> <p>Develop partnerships with other agencies working in the fields of environmental management, conservation and sustainable development.</p> <p>Coordinate research, data collection, surveys, monitoring and collation of environmental issues.</p> <p>Ensure that customer needs and priorities are considered within each initiative either through implementing a co-design approach or alternatively utilising customer research already available at Council.</p> <p>Continually review, promote and action opportunities for transformation and enhancing the customer experience.</p> <p>Communicate and promote the vision and goals of the Customer Experience Improvement Strategy and how it creates value to staff, the customers and the community.</p>	<p>Well informed analysis is provided as needed regarding trends and initiatives arising from the private and government sectors.</p> <p>Customer needs are prioritised appropriately and services delivered in accordance with customer expectations.</p> <p>Business systems and work processes contribute to flexible, responsive and cost effective service delivery that meet customer expectations.</p> <p>The Customer Experience Improvement Strategy and Customer First Program are well understood and embraced by the department.</p>
<p>Operational leadership</p>	<p>Lead the development of department objectives as determined annually through the relevant planning processes.</p> <p>Monitor departmental budget performance, identify and report on budget variations, and forecast year-end financial positions</p>	<p>Expenditure managed within approved budget.</p> <p>Actively contributes to Council plans, policies and procedures.</p> <p>Council's revenue collection targets are met.</p>

	<p>Promote and ensure compliance with all relevant legislation, regulations and Council policies applicable to the Program including audit, HSW, procurement, privacy, and other organisational commitments.</p> <p>Provide timely, insightful, relevant and credible strategic, policy and regulatory advice to the Executive Leadership Team, Councillors, the Senior Leadership Team and external bodies.</p>	<p>Contribute expertise and knowledge to benefit strategic planning, departmental and organisational outcomes.</p> <p>Ethical decisions are made and problems resolved in a manner that will enhance the operations of the City of Boroondara.</p> <p>Decisions are made in accordance with Council Plan objectives, policies and appropriate legislative requirements.</p> <p>Actively share information and work collaboratively across the organisation to ensure effective consistent practice of the highest quality and optimum customer experience.</p>
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SELECTION CRITERIA

- Tertiary qualifications in a discipline relevant to the position, for example, environmental science, land management or sustainability.
- Demonstrated experience in successfully leading and developing engaged, high performing, multi-disciplinary teams in changing and customer-focused environments.
- Demonstrated commitment to achieving excellent customer experience.
- Demonstrated experience in the coordination of projects, development of contacts and the engagement and supervision of specialist consultants and contractors.
- Demonstrated ability to communicate effectively, especially in negotiating and resolving complex issues and responding to different stakeholder needs in a politically sensitive environment and in the environmental field.
- Demonstrated ability to establish and maintain strong relationships and influence others to move toward a common vision or goal, and the ability to work across all levels in an organisation.
- Ability to apply specialist theoretical or scientific approaches to develop innovative, efficient and practical solutions to environmental issues.
- Sound expertise in budget preparation and monitoring processes and financial reporting.
- Proven ability to develop, inform, implement and interpret strategy and policy.
- High level skills in computer applications relevant to the role, including MS Office.

- Strong working understanding of occupational health and safety requirements as they apply to an operations environment.
- Knowledge of legislation, standards and policies applying to the operations within the portfolio. For example, knowledge of legislation and regulations that impact on environmental management.
- Satisfactory completion of National Police Records Check.

PERSONAL ATTRIBUTES

- Flexible and adaptable; able to confidently lead in complex or ambiguous situations.
- Resilient and tenacious with a propensity to persevere.
- Organised with a natural inclination for thinking strategically and considering operationalising plans.
- Problem solving and root cause identification skills with demonstrated conceptual, analytical and research skills, with experience in complex data analysis.
- Must be a team player and able to work collaboratively with, and through others and a desire to work without silos.
- Acute business/ political acumen; understanding of complexities of organisational issues and challenges, and ability to work well across different functions in order to integrate people and business strategies.
- A driven, energetic and positive attitude.
- Intellectual rigor, persuasive and the ability to influence widely
- An achievement focus with a preparedness to be measured in terms of results achieved and give and receive constructive feedback.
- Commitment to Council values and behaviours in how we work and how we lead.

EMPLOYMENT REQUIREMENTS

To work with the City of Boroondara you may need to provide a current National Police Records Check and, to support a child safe organisation a current Employee Working with Children Check.

All employees must adhere to the Local Government Act, Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System (Objective) that adequately document Council business activities and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.