

POSITION DESCRIPTION

GROUP MANAGER INFRASTRUCTURE SERVICES

POSITION DETAILS

Date of Position Description	December 2025
Position Title	Group Manager Infrastructure Services
Position Grade	20
Directorate Business Unit	City Services and Projects Infrastructure Services
Reports to	Executive Director City Services and Projects
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Group Manager Infrastructure Services will lead capable, multidisciplinary team of professionals in the Business Unit to achieve Council's strategic objectives and vision of being the leading City in the heart of Sydney.

The Group Manager Infrastructure Services will have oversight, accountability, ensure strategic direction, budget and resourcing responsibilities for the Operational Service Areas of Council including but not limited to the maintenance of roads, footpaths, drainage, parks and open space, facilities, plant and fleet, depot and store operations. This role is also responsible for the procurement and management of the whole of life asset of Fleet and Light and Heavy Plant.

This position acts as Council's Local Emergency Management Officer (LEMO) and is responsible for assisting and resourcing Council's response to local emergencies.

Each section within the business unit is led by a Service Manager.

KEY RESPONSIBILITIES

Role specific

- Provide operational leadership and oversight of Council's roads, footpaths, drainage, parks and open space, facilities, plant and fleet, depot and store operations, ensuring the delivery of high-quality, efficient, and best-practice operational services.
- Lead the development and implementation of safety frameworks to ensure safe work practices are embedded across all infrastructure operations.
- Oversee the maintenance of all infrastructure assets to maximise community benefit while ensuring long-term asset sustainability and environmental responsibility.
- Inspire and guide teams in the creation and delivery of programs and service plans that reflect Council's strategic direction and foster continuous improvement.
- Lead the delivery of Council's operational services to align with Council's objectives, ensuring timely and cost-effective outcomes that enhance services and support strategic goals.
- Ensure effective management of systems, processes, and staff to provide Council with safe, reliable, and well-maintained fleet, plant, and equipment.

- Provide authoritative advice and recommendations to the Executive Director City Services and Projects, the Executive Team, and Councillors on matters relating to infrastructure services.
- Collaborate, influence, and negotiate with internal and external stakeholders to ensure Council's service supports operational and strategic requirements.
- Manage training, communications, and compliance across all stakeholder groups to uphold workplace health and safety standards and site safety at all times.
- Lead and support teams in building and managing commercial partnerships, ensuring service level agreements are met and driving partner performance.
- Foster a high-performance culture focused on accountability, teamwork, and outcomes to maximise the impact and effectiveness of Council's infrastructure operations.

Baseline

- Lead, mentor, and support a team of leaders, empowering them to guide their teams with accountability and focus, in alignment with the organisation's strategic objectives.
- Establish strategic direction and frameworks for the development of the unit's annual budget, contributing critical insights to ensure financial sustainability and effective forecasting.
- Develop and implement a medium to long-term roadmap for the unit that delivers on the strategic business plan and aligns with the organisation's broader vision and priorities.
- Structure and oversee service areas to ensure compliance with relevant legislation, statutory obligations, and contemporary best practice, fostering a culture of subject-matter expertise across the organisation.
- Continuously evaluate and enhance the capability of the business unit by driving innovation, leveraging technology, and streamlining procedures for continuous improvement.
- Integrate performance metrics and early risk identification systems to proactively manage and mitigate potential issues.
- Cultivate and maintain strong, productive relationships with external stakeholders, including community groups, contractors, and State and Federal agencies.
- Take a proactive leadership role in ensuring the health and safety of staff, contractors, visitors, and volunteers, and uphold all relevant workplace health and safety (WHS) legislation.
- Advocate for and embed diversity and inclusion across all operational and leadership practices, valuing and incorporating a broad range of perspectives.
- Champion ethical conduct, fairness, and integrity in all activities, fostering a culture of high-quality customer service and organisational excellence.

KNOWLEDGE

Qualifications

- Degree qualification in Civil Engineering, Land Management/ Parks, Business, Management or a related discipline, combined with relevant management and leadership experience.
- Current Class C Drivers Licence.

Experience

- Demonstrated extensive experience in managing service delivery in the local government sector and leading outdoor workforce across a diverse range of service areas.
- Experience in providing high-level advice on strategic priorities and resource allocation needed to achieve outcomes.
- Significant experience in the management of multidisciplinary teams and proven ability to provide strong leadership and foster a team environment using an innovative, consultative and flexible approach. and delivering services to a high standard to meet financial and other business performance criteria.

- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area.

Skills

- Demonstrated strategic planning skills including the ability to develop written action plans with clearly defined objectives and strategies that respond to identified needs both current and future.
- Exceptional ability to communicate, negotiate, build relationships, and influence others with an engaging approach and technique.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Highly advanced change management leadership within a highly complex stakeholder environment.
- Highly developed commercial skills including business planning, human resources, marketing, and business development.
- Understanding of the provisions within the Local Government Award.