



Community Operations Section Manager

Section: Community Operations

Salary point: 23

Position number: PSC1299

Last updated: July 2026

Position objectives

The Community Operations Section Manager is responsible for the effective leadership, strategic direction, management and performance of the Community Operations Section. To consistently provide a high level of professional service & advice to the Director of Facilities and Infrastructure and other stakeholders as required.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- To lead and continuously improve the Community Operations system, its capabilities, processes and relationships in the areas of:
 - Parks and Gardens maintenance services.
 - Building trades and Workshop and Depot Services.
 - Waste Operations services.
- Plan, develop and implement volunteer governance and support systems for 355c Committees and Council volunteers
- To develop & maintain positive internal and external working relationships to enable the effective & collaborative approaches to the functional responsibilities of the section.
- To prepare and manage budgets relating to the Section and all services that are provided.
- To build the capacity and capability of the Section to align with the future direction of the organisation.

- To champion Business Excellence within the section to continuously improve the system to develop a strong culture of working together by doing the right things the best way.

Key accountabilities

The Community Operations Section Manager is accountable for the achievement of the outcomes and results measures set out in the Level 3 systems view through the following key actions:

- Actively promote and enable a 'values' driven approach to organisational leadership – building a people focused culture based on our RITES.
- Role model the organisation's values and agreed behaviours – setting the cultural tone for the organisation by being authentic in what we say and do.
- Create the environment for our people to perform to their full potential – building the capacity of our people, systems and resources.
- Inspire and encourage our people to actively pursue the organisation's vision and agreed priorities.
- Engage, coach, mentor and support our people – by being present and exhausting the conversation.
- Demonstrate genuine concern for the well-being of our people.
- Enable and align cooperative work practices across the organisation – promoting a team approach.
- Guide organisational vision, direction and priorities, and facilitate their effective implementation for the benefit of the Port Stephens Community.
- Focus clearly on our customer and stakeholder needs.
- Provide advice and guidance to elected members and the community.
- Establish organisational performance standards and ensure accountability.
- Ensure the risks faced by the organisation are identified and properly managed.
- Understand, influence and adapt to the external environment to build a sustainable organisation.
- Ensure the effective monitoring of the budget for all areas of responsibility.

Extent of authority

As defined in the Port Stephens Council delegations register. Tasks are performed under the general direction of the Director of Facilities and Infrastructure. Decisions and guidance undertaken from broad Council policy direction and legislation.

Judgement and decision making

- The position is required to develop/modify policies, operational methods and specific practices and standards.
- Problems are solved using research, analysis and evaluation of information.
- Decisions made will generally affect the work and activities of all groups of the Council, to the extent of functions for which the position is responsible.
- Significant planning is required to coordinate with various organisational units or multiple resources.
- The position normally resolves issues without reference to the supervisor.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service.
- Understanding of the Australian Business Excellence philosophy.
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety.
- Expertise in the development, implementation and maintenance of up-to-date Council plans which integrate relevant Council policy, planning and decision-making framework.
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- Substantial management skills are needed to lead and motivate others to co-operate in the achievement of difficult and sometimes conflicting objectives.
- Ability to influence and convince others in the pursuit or achievement of specific and set objectives.
- The ability to present to, and engage with, the community generally in a manner that is credible in terms of professional expertise and which presents a positive image for the Council.
- Demonstrated skills in negotiation, problem solving and conflict resolution to enable effective liaison with people at all levels.
- Ability to develop and modify systems, operational policies, plan and organise large and complex operational programs that involve a wide variety of activities or to interpret complex legislation.
- Ability to conduct meetings and lead group discussions

Qualifications and Experience

- Tertiary qualifications in related field and/or extensive experience in the industry.
- A demonstrated detailed knowledge and experience in the Work Health and Safety Act.
- Significant experience in a senior leadership position within a multifunctional organisation/business

- A formal contemporary leadership qualification.
- Experience in a local government environment.

Capability Framework level: Highly Advanced

Personal attributes	Relationships	Results	Resources	Workforce leadership
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts	• Manage and develop people • Inspire direction and purpose • Optimise workforce contribution • Lead and manage change

Position description approval

Employee Date