



Urban Operations Manager

Position Number:	12	Department:	Infrastructure Services
Level:	9	Award:	May be covered by Municipal Employees Award
Remuneration:	\$137,111.99 Base Salary	Plus superannuation, housing, district and vehicle allowances (if eligible) is available to the successful candidate, depending on experience, skills and qualifications.	
Reports to:	Executive Manager Infrastructure Services	Direct Reports:	N/A
Last Reviewed:	Manager People, Culture & Wellbeing	Date:	26/07/2026
Approved:	Executive Manager Infrastructure Services	Date:	26/07/2026

OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

Our CARECHIP is what gives us the drive to serve our community.

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

C	A	R	E	C	H	I	P
Courage	Authenticity	Respect	Excellence	Cohesion	Humility	Inclusion	Passion

POSITION OVERVIEW

The Urban Operations Manager is responsible for providing strategic leadership, direction and management of the Shire's civil operations, ensuring the effective delivery of road construction and maintenance, rural road networks, drainage infrastructure and associated civil works programs.

The position is accountable for leading operational teams to deliver safe, efficient and sustainable services that meet community expectations, legislative obligations and the Shire's strategic objectives. This includes overseeing operational planning, workforce management, financial performance, contractor management and the effective utilisation of plant and resources.

Working collaboratively with the Executive Manager Infrastructure Services and other key stakeholders, the Urban Operations Manager contributes to the development of long-term infrastructure strategies, capital works planning and continuous improvement initiatives, while fostering a high-performing, safety-focused culture and ensuring the responsible stewardship of the Shire's infrastructure assets.

COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.
- ★ Our economy fosters investment and productivity in industries befitting Carnarvon's physical and natural environment and that grow our horizons.

- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.
- ★ Our community is engaged, inclusive and supportive.

KEY ROLE OUTCOMES

- ★ Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that corresponds to our Code of Conduct and Customer Service Charter.
- ★ Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.
- ★ A commitment to a safe work environment and WHS legislation, policy and processes.

Operational Service Delivery

- ★ Lead the planning, coordination and delivery of the Shire's civil works and maintenance programs, including roads, rural roads, drainage infrastructure and associated civil assets.
- ★ Ensure operational programs are delivered safely, efficiently, on time and within approved budgets.
- ★ Optimise the utilisation of labour, plant, equipment and contractor resources to maximise operational performance.
- ★ Monitor operational performance against agreed service levels and implement initiatives to improve productivity and service outcomes.
- ★ Lead the coordination of emergency response, disaster recovery and infrastructure restoration activities, including mobilisation of employees, contractors, plant and resources to ensure the timely restoration of essential services.
- ★ Ensure completed works are inspected and verified to confirm compliance with approved specifications, quality standards and operational requirements, with defects identified and rectified in a timely manner.

Works Planning, Capital Delivery & Contractor Management

- ★ Lead the development, implementation and monitoring of annual, monthly and weekly works programs to ensure the effective delivery of maintenance and capital works across the Shire's civil infrastructure network.
- ★ Coordinate works programming, resource allocation and scheduling in collaboration with the Engineering and Asset Management teams to optimise service delivery and asset outcomes.
- ★ Oversee the delivery of capital works projects, ensuring works are completed safely, on time, within budget and in accordance with approved specifications, quality standards and legislative requirements.
- ★ Manage contractor procurement, engagement and performance, ensuring compliance with contractual obligations, work health and safety requirements, quality standards and project deliverables.
- ★ Monitor project budgets, progress and performance, implementing corrective actions where required to achieve agreed outcomes.
- ★ Ensure completed works are inspected, defects identified and rectified, and quality assurance processes are implemented to support continuous improvement.

Leadership & Workforce Development

- ★ Lead, coach and develop Supervisors, Leading Hands and operational employees to achieve high levels of performance, accountability and engagement.
- ★ Foster a positive workplace culture that reflects the Shire's values and promotes collaboration, respect and continuous learning.
- ★ Manage workforce planning, recruitment, succession planning and employee development.
- ★ Undertake performance management, coaching and disciplinary processes in accordance with Shire policies and legislative requirements.
- ★ Promote effective communication and collaboration across work teams and directorates.

Financial & Resource Management

- ★ Develop, manage and monitor operational budgets, ensuring responsible financial stewardship and achievement of budget objectives.
- ★ Oversee the effective allocation and utilisation of plant, equipment, materials and contractor resources.

- ★ Ensure procurement and contract management activities are undertaken in accordance with legislative requirements and Shire policies.
- ★ Identify opportunities to improve operational efficiency and deliver value for money.

Infrastructure & Asset Management

- ★ Contribute to the development and implementation of infrastructure maintenance and renewal programs that support the long-term sustainability of the Shire's road and drainage assets.
- ★ Work collaboratively with engineering and asset management functions to establish maintenance priorities and capital works programs.
- ★ Monitor the condition and performance of infrastructure assets and recommend improvement initiatives.
- ★ Ensure operational activities support sound asset management principles and lifecycle planning.

Safety, Risk & Compliance

- ★ Provide visible leadership in promoting and maintaining a proactive safety culture across all operational activities.
- ★ Ensure effective daily work planning, risk assessments and safety controls are implemented across operational works and contractor activities.
- ★ Conduct regular field inspections and site visits to monitor safety, operational performance and quality outcomes.
- ★ Lead investigations into workplace incidents and implement corrective actions to prevent recurrence.
- ★ Ensure compliance with the Work Health and Safety Act 2020 (WA), associated Regulations, Shire policies and relevant industry standards.
- ★ Promote continuous improvement through hazard identification, risk management and safety performance monitoring.

Stakeholder & Community Engagement

- ★ Build and maintain productive relationships with internal stakeholders, contractors, government agencies, service authorities and the community.
- ★ Represent the Shire in meetings, projects and operational forums as required.
- ★ Ensure customer requests and operational issues are managed professionally and resolved in a timely manner.
- ★ Provide high-quality reports, recommendations and advice to Executive Management and Council where required.

Organisational Leadership

- ★ Actively contribute as a member of the Infrastructure Services leadership team, supporting whole-of-organisation initiatives and strategic objectives.
- ★ Promote collaboration across directorates to achieve integrated service delivery and organisational excellence.
- ★ Lead by example, demonstrating the Shire's values, ethical leadership and commitment to exceptional public service.
- ★ Drive a culture of continuous improvement, accountability and innovation across the organisation.

WORK HEALTH SAFETY RESPONSIBILITIES

- ★ Provide a representative to WHS Committee meetings either as a member and/or as the Chairman of WHS Committee. Make determination (individually or at "ELT" meetings) in relation to relevant recommendations at or from the WHS Committee.
- ★ Fully understand their WHS responsibilities, relevant legislation, policy, guidelines and standards; and regularly update their knowledge.
- ★ Provide sufficient resources and ensure managers and supervisors reporting to them fully comply with their WHS responsibilities.
- ★ Ensure their directorate and department WHS procedures and guidelines are reviewed and updated at appropriate intervals.

- ★ Make regular assessments of WHS performance both in their directorate and strategically as part of ELT and make determination in relation to budgetary provisions for WHS related initiatives/ issues.
- ★ Assist in the maintenance of an effective 'Safety Management System', through effective leadership and consultation with all staff and stakeholders and providing the necessary time and resources.
- ★ Lead a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.
- ★ White Card
- ★ Degree or Diploma in Civil Engineering, Construction Management, Infrastructure Management, Project Management, Local Government or a related discipline or demonstrated relevant experience.

ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Highly effective communication skills (written and verbal) including ability to prepare initial reports, letters, emails and assist with applications.
- ★ Demonstrated strategic thinking, problem-solving and organisational skills, with the ability to manage competing priorities, drive continuous improvement and deliver operational outcomes.
- ★ Highly developed communication, stakeholder engagement and relationship management skills, with the ability to provide professional advice and prepare reports for senior management.
- ★ Demonstrated experience in leading and managing civil infrastructure or operational service delivery within a local government or similar environment.
- ★ Demonstrated leadership skills with the ability to build high-performing teams, manage performance and foster a positive workplace culture.
- ★ Demonstrated experience in financial management, including budget preparation, resource allocation, procurement and contract management.
- ★ Sound knowledge of civil construction, road maintenance, drainage infrastructure, plant operations and asset management principles.

DESIRABLE CRITERIA

- ★ Experience working within a Western Australian Local Government environment
- ★ Previous experience in a similar role.
- ★ Certificate IV Work Health & Safety

POSITION COMPETENCIES

Experience	
Focus of Role	Key Specialist / Management
Experience Level	Specialist knowledge with extensive experience relating to the more complex elements.
Tasks	
Context Method	Range of activities in a complex, specialised environment.
Skill Level	Significant knowledge and skill to resolve issues having elements of complexity which may not be clearly defined.
Judgement and problem Solving	
Problem Solving	Solve problems requiring an assessment of a range of options with elements of complexity, and may impact beyond the immediate work area.

Judgement	High level of independence with scope to apply knowledge and judgement in a manner which influences others.
Supervision and Independence	
Level of Supervision	Mostly autonomous with broad direction, assessed on outcomes rather than task completion.
Organisational Relationships and Impact	
Work Area Relationships	Develop proposals or recommendations which co-ordinate the interests of separate work units or contributors around a particular program, function or objective. Liaise with senior management / executive.
Public/Other Staff Relationships	Participate in technical discussions to resolve problems, explain policy and reconcile viewpoints or negotiate solutions with a range of interests to be accommodated. Write reports and external correspondence in field of expertise.
Impact	Decisions made directly impact organisation
Interpersonal Skills	Highly developed (proficient) interpersonal skills for leading and motivating employees in different teams and levels. At this level, you will be expected to be attuned to the underlying messages, political nuances and minor subtleties of complex communication.
Job Competencies	
Time Management	Highly Proficient: Develop and implement short, mid and long term outcomes for the work area(s).
Conflict Resolution	Proficient: Able to resolve a range of conflict of opinions where resolution is not immediate, where a range of interests need to be accommodated and complex negotiation may occur.
Planning & Organisation Skills	Highly Proficient: Has scope to reset priorities or resources within overall program objectives or between positions or sections for which the position has line management responsibility.
Safety Procedures	Highly Proficient: Ensures that safety procedures are in alignment with overall safety framework. Reviews, audits and trains other in safety procedures on and off the job. Instrumental in leading safety compliance and ensuring a culture of safety first.
Administration Skills	Proficient: Able to train others in the work area in the use of processes, software and office equipment to a detailed level. Completes more complex tasks within systems and processes.
Equipment Operation	Proficient: Operates heavy duty plant and equipment requiring an appropriate licence and specific training. This may include vehicles requiring a HR licence.
Supervision Skills	Highly Proficient: Control and coordinate a section, department or significant work area using leadership, evaluation and monitoring skills. Lead and motivate employees in different teams or locations.
Project Management	Advanced: Accountable for the quality, effectiveness, cost, timeliness of programs, projects or work plans. Prepares budget for projects.
Policy and Procedure Development	Proficient: Develop, influence and implement policy matters across a function, department or work area
Policy or Legislative Interpretation	Proficient: Provide advice on policy matters and comprehensive instruction in a specialised area of theoretical, policy or technical complexity.
Report Writing	Advanced: Research, develop, and write detailed and non-standard reports in their field of expertise. Contribute to, or write subject to review, reports to Council or external regulatory authorities.
Budgeting Skills	Proficient: Line management responsibility for the budget of multiple functions and provide advice to more senior managers on the budget for programs.
Customer Service Skills	Proficient: Effectively communicate with clients and members of the public and in the resolution of routine and usual matters.

Decision Making Skills	Proficient: Decision making requires analysis of data and involves consideration of aspects that are more conceptual than definitive.
Management Skills	Proficient: Management focus on the attainment of operational and strategic objectives across major projects or a department including managing employees, budgets, work programs utilising leadership, evaluation and monitoring skills.

PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old
- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening

REMUNERATION AND BENEFITS

The successful applicant will join the Infrastructure Services Team with a starting salary from \$ 137,111.99 per annum, plus allowances (if eligible) and superannuation.

Other cash benefits include but not limited to

\$ 1,201.11 p/a District Allowance*
 \$ 7,654.13 p/a Housing Allowance*
 \$ 25,056.32 p/a Vehicle Allowance
 \$ 2,307.17 p/a Annual Leave Loading 17.5%
 \$ 20,522.83 p/a Superannuation (Statutory)
 \$ 3,420.47 p/a Superannuation additional 2% (Optional, subject to employee salary sacrifice)*
 \$ 6,000.00 Retention bonus upon completion of 3 years of service*
 \$ 440.00 p/a Annual Leave Travel Assistance

Leave Entitlements*

5 Weeks Annual Leave
 2 Local Government Public Holidays
 10 Days of Paid Personal Leave
 10 Days of Paid Pandemic Leave
 38 Hours of Paid Volunteer Emergency Services Leave

Additional Allowances and Subsidies as per Attraction and Retention Policy*

Salary Sacrificing for a range of benefits
 Annual Leave Travel Assistance Payment
 Local Club Membership Subsidies
 Gym Membership Subsidy
 Annual Pass for Aquatic Centre

**Subject to Corporate Policy*

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.