



APPLICANT PACK

GM Infrastructure Operations & Delivery

Bundaberg Regional Council



**Leading
Roles**
People ▶ Performance ▶ Partners



CONTACT

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Leading Roles

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Message from the Mayor

To Our Prospective Applicants,

I welcome your interest in the GM Infrastructure Operations and Delivery role for Bundaberg Regional Council.

Bundaberg Region is the fastest growing region in Queensland and the third fastest in Australia, our Council and ELT needs to be receptive to the changing population and needs of this rapidly growing area.

Whilst being responsive to the fast growth, as a team of Councillors and Executives leading the region, we also need to facilitate the growth in a measured and inclusive manner. Having succeeded with a recent election campaign based on a 'common sense' approach, my belief is that the community is looking for pragmatism, strong, bold and brave leadership, with a specific effort on Council focusing on their core responsibilities.

The new Council team is galvanised in their resolve to work together for the best outcomes for the region and its residents.

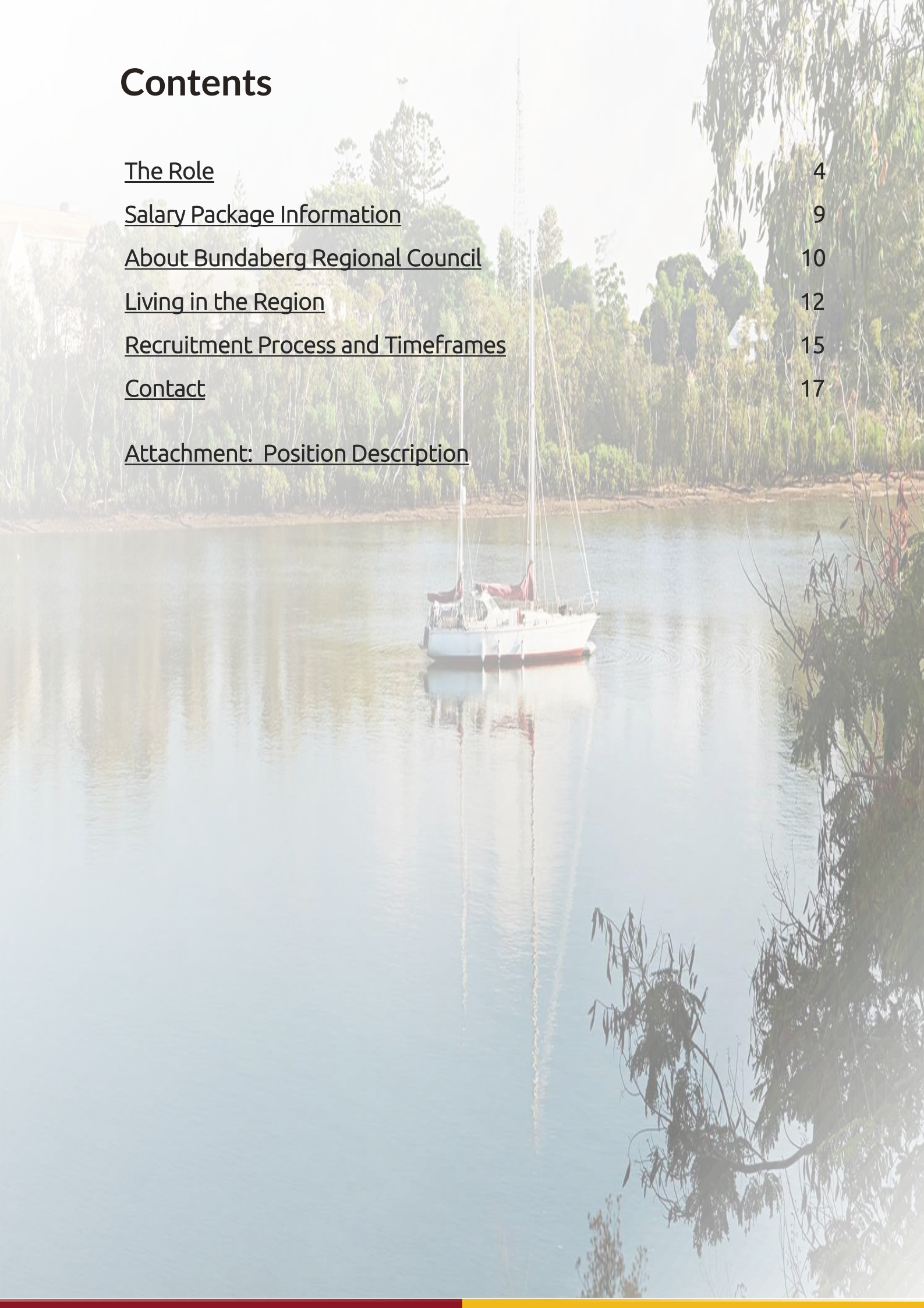
We look forward to receiving your application.

Cr Helen Blackburn
Mayor



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Position Overview

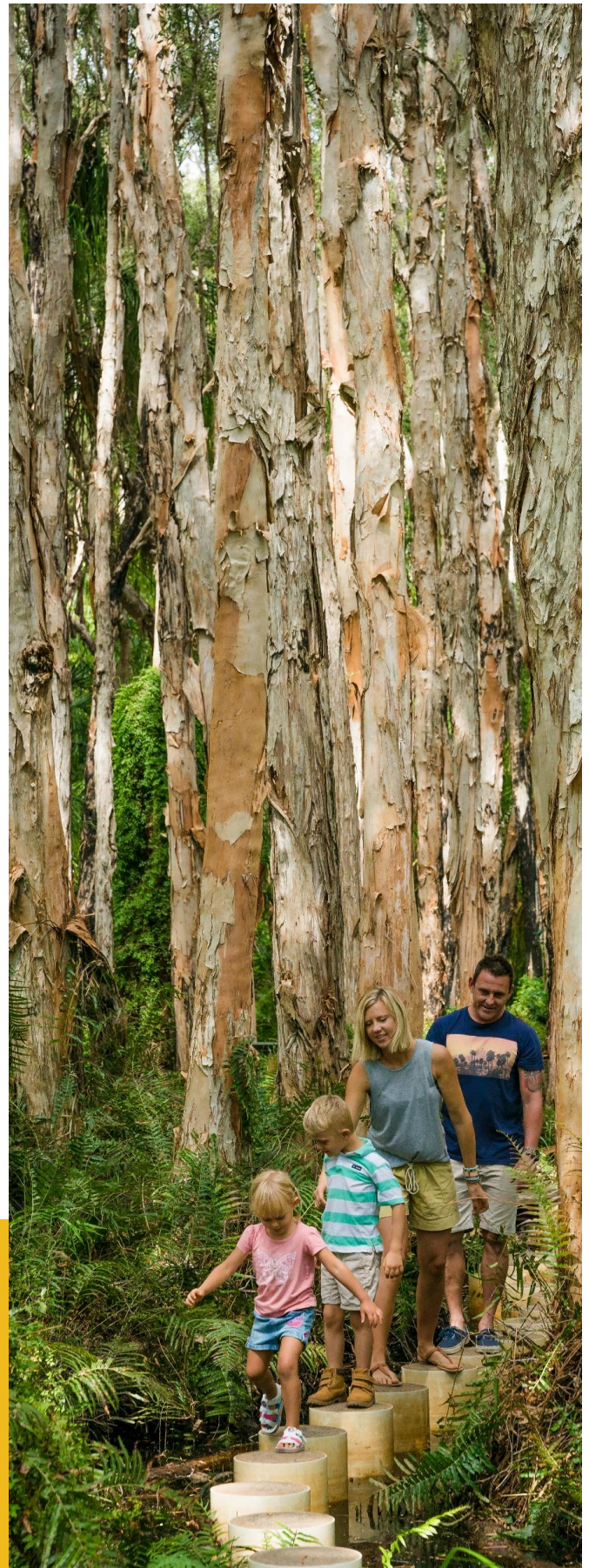
The Bundaberg Region is located at the Southern end of the Great Barrier Reef and spans 6,451 square kilometres and is home to a population of 102,000 residents. The region offers a relaxed lifestyle with beautiful beaches, fishing, diving and boating, along with a thriving sugar and horticultural industry with the region experiencing steady growth in population numbers.

Bundaberg Regional Council is seeking an experienced and future focused General Manager Infrastructure Operations and Delivery to lead essential infrastructure services that shape the region's future. Reporting directly to newly appointed CEO Rob Williams, this role will oversee diverse operational functions, including civil works, water and wastewater, waste management, natural areas and asset management. This department has been reorganised reflecting an internal review led by the CEO, aimed at bringing a greater business focus and long-term sustainability to Bundaberg Regional Council.

The ideal candidate will bring a strategic mindset, exceptional leadership skills and a deep understanding of infrastructure management in a local government context. With a focus on fostering collaboration, driving efficiency and enhancing community outcomes, this role is pivotal to the Council's mission of delivering high-quality services and sustainable infrastructure.

Key Responsibilities

- **Strategic Leadership:** Develop and implement strategies to ensure effective and sustainable asset management, optimising infrastructure lifecycles and aligning operations with Council's strategic goals.
- **Operational Excellence:** Oversee the delivery of high-quality infrastructure and essential services, ensuring compliance, safety and responsiveness to community needs.
- **Project Delivery:** Lead forward planning, design and execution of capital works and maintenance programs, addressing current and future demands.
- **Foster Collaboration:** Ensure a unified organisational focus, develop and deliver a works program with a whole of Council mindset and in consideration of the broader Council direction. Model and promote authentic collaboration across all departments.
- **Maximise Skills Utilisation:** Encourage middle management to design roles around individual strengths and capabilities, enabling employees to contribute their maximum potential.
- **Financial Stewardship:** Manage budgets and allocate resources efficiently to achieve cost-effective outcomes while maintaining high service standards and effective asset lifecycle management.
- **Cultural Transformation:** Foster an inclusive, collaborative workplace culture that values innovation, engagement and continuous improvement.
- **Stakeholder Engagement:** Build strong relationships with elected members, state and federal government agencies and the local community, advocating for infrastructure priorities and regional development.
- **Disaster Management:** Provide leadership in disaster and emergency response, including performing the role of Local Disaster Coordinator as required.





Opportunities and Challenges

Key Opportunities

- **Infrastructure Renewal:** Address ageing infrastructure with strategic investment in asset maintenance and renewal.
- **Regional Growth:** Developing a capital program that enhances opportunities for urban and economic growth, whilst balancing this growth with the needs of existing residents, through innovative projects including the Bundaberg Integrated Transport Strategy. This strategy is a joint project between Bundaberg Regional Council and state government agencies, leveraging shared expertise to drive sustainable regional growth and urban development.
- **Climate Resilience:** Develop proactive risk management strategies to address challenges such as coastal erosion, flooding and other weather-related impacts.

Key Challenges

- **Resource Scarcity:** Manage the increasing demand for materials and skilled labour in the region, driven by significant projects such as the \$2 billion Bundaberg Base Hospital redevelopment and \$9 billion in state and federal roading infrastructure projects. While these initiatives are managed by other levels of government, they will significantly impact the availability of critical resources and skilled personnel.
- **Community Engagement:** Balance the diverse needs and expectations of the community with Council's strategic objectives, encompassing the needs of existing residents while catering for future resident growth.
- **Cultural Integration:** Foster collaboration and unity across diverse teams, building a cohesive, unified and engaged organisational focus.



Organisational Contribution

The General Manager Infrastructure Operations and Delivery will be a core member of the Executive Leadership Team (ELT), working closely with the CEO and other senior leaders. This role oversees approximately 60% of the Council's \$240 million annual budget and a workforce of 475 staff. There are six direct reports:

1. Branch Manager Civil
2. Branch Manager Water Services
3. Branch Manager Parks & Natural Areas
4. Branch Manager Waste & Recycling Services
5. Branch Manager Infrastructure Assets
6. Branch Manager Project Delivery

The successful candidate will exemplify Council's values, driving innovation, fostering collaboration and ensuring the delivery of outcomes that align with the organisation's vision of "Building Australia's Best Regional Community."

Personal Attributes

Bundaberg Regional Council is seeking a General Manager who is:

- **Strategic and Visionary:** Capable of shaping long-term infrastructure goals that reflect community needs and emerging challenges.
- **Collaborative and Inclusive:** Builds trust across teams and stakeholders, fostering a positive and engaged workplace culture.
- **Customer-Focused and Innovative:** Committed to delivering exceptional services through forward-thinking solutions.
- **Emotionally Intelligent and Resilient:** Demonstrates composure under pressure, with a high level of self-awareness and adaptability.
- **Authentic and Approachable:** Engages effectively at all levels, including with staff across the organisation, other levels of government and elected members.



Selection Criteria

- Proven experience in senior executive roles within local government infrastructure settings, leading multi-disciplinary teams across functions such as civil works, water and wastewater and asset management.
- Strong knowledge of local government regulations and legislative requirements, including expertise in lifecycle management of infrastructure assets.
- Demonstrated ability to lead cultural and structural change within complex, regulated environments, fostering collaboration and high performance.
- Exceptional financial management skills, including budget oversight and resource allocation for large-scale infrastructure programs.
- Outstanding communication and stakeholder engagement capabilities, with the ability to build trusted relationships and advocate effectively at all levels.
- Leadership in disaster and emergency management, with experience performing the role of Local Disaster Coordinator or equivalent.
- Relevant tertiary qualifications in Engineering or a related field, with additional qualifications in Environmental Health, Water and Waste Management or Business highly desirable.

Note: You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.



Salary Package Information

Joining Bundaberg Regional Council introduces individuals to a welcoming and thriving environment, supported by an experienced and dedicated team. Bundaberg Regional Council is committed to "building Australia's best regional community." The Council acknowledges the significant contributions made by its employees, offering a rewards, benefits and recognition program that includes:

- **Base Salary:** \$290,000 per annum
- **Motor Vehicle Allowance:** \$23,100 per annum
- **Leave Loading:** \$3,904 per annum
- **Superannuation:** 11.5% employer contribution (\$36,006 per annum)
- **Total Package Value:** \$353,010 per annum
- Additional benefits include professional development opportunities, generous leave entitlements and a supportive, collaborative working environment.



About Council

Bundaberg Regional Council has an impressive 653 hectares of natural assets, 470 parks and playgrounds, 10.327 billion litres of water treatment per year, 3071 km of road and 288 km of footpaths.

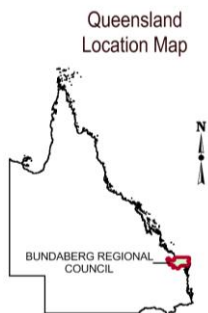
The Bundaberg Region, strategically located at the southern end of the Great Barrier Reef and extending from the Burrum River to Baffle Creek, spans 6,451 square kilometres and is inhabited by a population exceeding 102,000 residents. The population is projected to reach over 141,000 within twenty-five years. The region holds a high reputation due to the warmth of its residents, outstanding climate, affordable living, top-notch facilities and relaxed way of life.

The coastal area of Bundaberg offers unparalleled opportunities for fishing, diving, beachcombing and boating, set against the backdrop of a fertile sugar and horticultural region. Access to charming seaside villages extends from Buxton and Woodgate Beach in the south, encompassing Coonarr, Elliott Heads, Coral Cove, Innes Park, Bargara, Burnett Heads and Moore Park Beach.

Representing the ten divisions forming the Bundaberg Region, the Mayor and ten councillors are the elected officials entrusted with its governance.

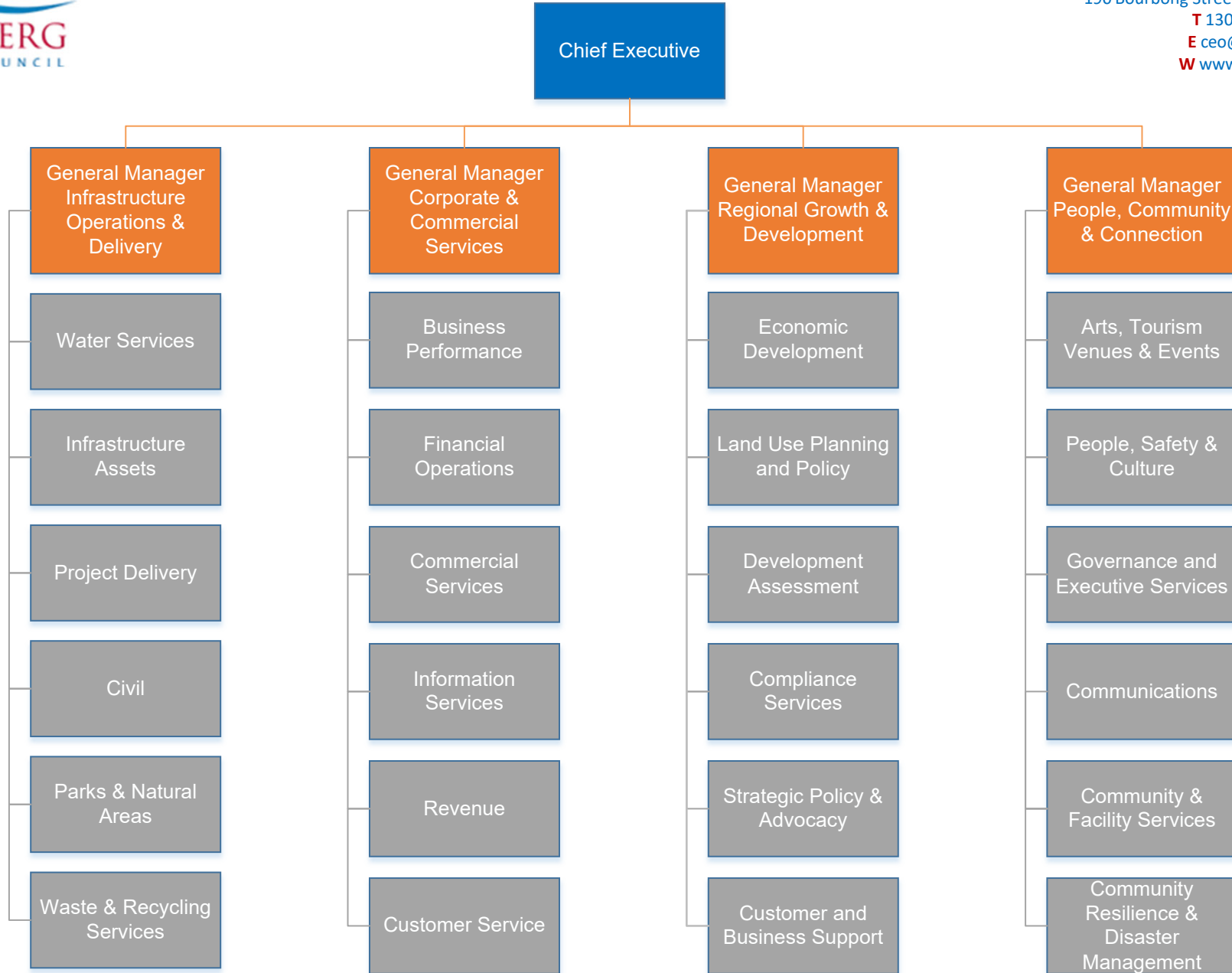
Council values:

“To be a council that is customer focused, respectful and prides itself on teamwork, leadership, sustainability and innovation. We communicate in an open and respectful manner.”



Links to Council Information







Living in the Region



Housing

Housing in the Bundaberg Regional Council area is diverse, offering a range of options to accommodate the needs and preferences of its residents. Property prices can vary significantly depending on factors such as location, property type, size and proximity to amenities. Beachfront and waterfront properties, as well as those in highly sought-after suburbs, tend to command higher prices. The cost of housing in Bundaberg is generally more affordable compared to major metropolitan areas in Australia, such as Sydney or Melbourne.



Educational Facilities

Bundaberg has several primary and secondary schools, both public and private, offering education from kindergarten to Year 12. Some of the well-known schools in the region include Bundaberg State High School, St. Luke's Anglican School and Kepnock State High School. The region is home to a few tertiary education providers that offer a variety of courses and programs. One of the notable institutions is CQUniversity Bundaberg, which offers a range of undergraduate and postgraduate degrees across various disciplines. TAFE Queensland also operates in the Bundaberg region, providing vocational training and education across a wide range of industries.



Healthcare

The Bundaberg Regional Council area offers major institutions like Bundaberg Hospital and private options such as Friendlies Society Private Hospital and Mater Private Hospital. Additional services comprise public health clinics, GP practices, allied health facilities, aged care homes, mental health resources and community health centres.



Living in the Region



Shopping & Dining

The Bundaberg Regional Council area offers a vibrant shopping and dining scene that caters to diverse tastes and preferences. Shopping enthusiasts can explore a mix of retail options, from bustling markets showcasing local produce and crafts to modern shopping centres featuring a range of national and international brands. Residents and visitors alike can indulge in a diverse culinary journey, with an array of dining establishments spanning from charming cafes serving locally sourced delights to fine-dining restaurants offering gourmet cuisine. Whether you're seeking a leisurely shopping experience or a culinary adventure, the Bundaberg region provides a rich tapestry of shopping and dining opportunities to savour and explore.



Sports & Recreation

The Bundaberg Regional Council area offers an active and engaging sports and recreation scene, catering to individuals of all ages and interests. Sports enthusiasts can take advantage of numerous facilities, including well-maintained parks, sports fields and fitness centres, where they can partake in a wide range of activities such as soccer, cricket, rugby and more. Water lovers can enjoy the nearby coastal areas for swimming, surfing and other aquatic pursuits. For those seeking a more leisurely experience, the region boasts serene parks and walking trails, perfect for nature enthusiasts and families.



Getting Around

Bundaberg is located approximately 4.5 hours north of Brisbane and 1.5 hours north of Hervey Bay via road. The Bundaberg Airport provides regular domestic flights, connecting the area to major cities. Bundaberg also has a local bus service that serves various routes within the city and surrounding suburbs. Bundaberg is connected to Queensland Rail's North Coast Line, which offers train services between Brisbane and Cairns.



**Bundaberg Region...
the perfect place to live!**



Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the Selection Criteria



Evaluation Process

Leading Roles and Bundaberg Regional Council will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. Bundaberg Regional Council may elect to undertake further interviews as required.

Preferred applicants will be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role.



Indicative Timeframes



Applications Open

- Week Commencing Monday 6 January 2025



Applications Close

- 5:00 pm Thursday 30 January 2025



Initial Assessment

- Week Commencing 3 February 2025



Council Interviews

- Week Commencing 10 February 2025

*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.

What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

| Stage | What to Expect |
|--|--|
| Week 1-3 Application Stage | <ul style="list-style-type: none"> • Application Acknowledgment: Prompt acknowledgement of your application. |
| Week 4 Initial Interviews | <ul style="list-style-type: none"> • Applicant Review: We work closely with our clients to determine longlisted applicants that match the requirements for the role. • Video Conference Interviews: Initial interviews with longlisted applicants. • Feedback: Shortlisted applicants agreed with client. Feedback provided to applicants. |
| Week 5 & 6 Client Interviews | <ul style="list-style-type: none"> • Preparation: Shortlisted candidates receive a briefing prior to client interview. • Panel Interviews: Consultants facilitate client interviews, at the discretion of the client, online or in-person. • Feedback: Post-interview feedback provided to candidates. |
| Week 5 & 6 Verification | <ul style="list-style-type: none"> • Checks: Simple online verification, including: <ul style="list-style-type: none"> ◦ Reference Checks ◦ Criminal History and Right to Work Checks ◦ Psychometric Assessments (if requested by client) |
| Week 6 Offer & Negotiation | <ul style="list-style-type: none"> • Negotiation: Consultant to support salary negotiations. • Engagement: Direct candidate engagement with the Council for contract questions and onboarding. |
| Week 6 to 8 Project Finalisation | <ul style="list-style-type: none"> • Future Opportunities: If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities. |
| Post Placement | <ul style="list-style-type: none"> • Check-in: Regular check-ins throughout the first year. |



Your Executive Recruitment Team

We are pleased to introduce our senior recruitment team as your designated point of contact for this executive role. Should you require additional information or have any inquiries, we warmly encourage you to reach out to them. They will be more than happy to assist you throughout the process



BELINDA WALKER, EXECUTIVE TALENT CONSULTANT

Belinda will lead and manage the screening and assessing of candidates, preparing reports and undertaking verification checks.

📞 0411 449 447

✉ belinda.walker@leadingroles.com.au



JEANETTE GRAHAM, TALENT ACQUISITION SPECIALIST

Jeanette will identify candidates with a history of executive success relevant to this position and support the targeted candidate engagement and marketing of these roles.

📞 0422 469 956

✉ jeanette.graham@leadingroles.com.au



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ATTACHMENT

Position Description

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

| | | | |
|----------------------|--|-------------------------|------------|
| Position Title: | General Manager Infrastructure Operations and Delivery | Industrial Instrument: | Contract |
| Position Number: | 6000 | Classification Level: | Contract |
| Employment Location: | Bundaberg Service Centre | Position Status: | Contract |
| Department: | Infrastructure | Document Last Reviewed: | 18/11/2024 |
| Branch: | Infrastructure | Job Dictionary: | N/A |
| Accountable To: | Chief Executive Officer | | |
| Aim of Position: | <p>Reporting to the Chief Executive Officer, this role is key in the leadership of multi-disciplinary teams to develop and deliver high-quality, timely and cost-effective infrastructure and operational services to meet the needs of our diverse community and customers.</p> <p>The General Manager leads strategies, programs, and activities that enhance service delivery and organisational capability across the region including roads, drainage, water and wastewater treatment, natural areas, design, landfill and recycling, waste collection, asset management and centralised project delivery.</p> <p>This role is instrumental in the future success of the organisation through visionary, inspiring, connected, collaborative and strategic leadership with a focus on safety, performance, financial sustainability and continuous improvement.</p> <p>This role provides strategic and operational leadership, guidance and support in the achievement of Council's mission relating to the operations and ongoing delivery of essential services across our region and effective lifecycle management and stewardship of our community-owned assets and infrastructure.</p> | | |

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

1. Lead the development and implementation of strategies to ensure effective and sustainable asset management to optimise infrastructure assets, with a particular focus on sustainability, risk management, transparency of capital and operating management, ensuring compliance with relevant legislation and regulations.

2. Lead corporate strategy, operational programs and business transformation relating to portfolio functions, aligning with Council's strategic objectives.
3. Lead the forward planning, design and delivery of capital works, minor works and maintenance programs to provide fit for purpose infrastructure that meets the demands of the region, now and in the future.
4. Oversee the creation and execution of infrastructure and essential service delivery projects, incorporating public input to support vibrant, liveable, and sustainable communities through effective management of services and community assets.
5. Govern the delivery of these projects, driving innovation, contemporary thinking, continuous improvement and operational excellence through efficient resource allocation, process optimisation, and business transformation initiatives.
6. Ensure the delivery of affordable operational services for water and wastewater, waste collection and landfill, stormwater drainage, roads and associated infrastructure, recreation and natural areas in accordance with agreed service levels and community expectations.
7. Provide leadership for Council's disaster management response and perform the role of Local Disaster Coordinator. Lead Council's response to emergencies and natural disasters.
8. Manage and monitor the directorate's financial performance ensuring operations are maintained within budgetary requirements.
9. Drive initiatives that enhance organisational capability, build a positive workplace culture, and support staff development to deliver high-quality services aligned with Council's vision and values.
10. Provide specialist advice and advocacy on infrastructure operation and delivery matters, including effectively and proactively managing stakeholder and community expectations.
11. Ensure high-quality, responsive and safe service delivery by overseeing the management of customer and business support functions, championing process improvements, and promoting a customer-centric culture.
12. As a member of the Executive Leadership team, build and foster constructive, positive and robust working relationships with relevant stakeholders across the organization and the region through a united and collaborative team approach to infrastructure operations and delivery related strategy and implementation.
13. Actively engage with the Executive Leadership team and Elected Member cohort to provide expert advice and support to ensure accountability for organisational capability relating to infrastructure operations and delivery programs and policies.

Position Requirements - Qualifications and Experience:

Mandatory:

1. Tertiary qualifications in Engineering and Leadership/Management in addition to significant demonstrated experience operating in a similar role at an executive level, leading a broad range of multi-disciplinary professional and technical teams to deliver successful outcomes aligned with corporate strategy and operational goals in a Local Government Infrastructure setting.
 2. Demonstrated high-level communication, interpersonal, consultation and negotiation skills and an ability to effectively engage and partner with Executive leaders and Elected members to ensure sponsorship and delivery of services delivery and major change initiatives.
 3. Proven track record of delivering cultural change within a large and complex, highly regulated environment.
-

4. High-level ability to provide strategic advice and influence to the Executive Leadership team and Elected members in areas of specialisation without creating dysfunctional conflict and disengagement.
5. Thorough working knowledge of the diverse range of operational activities relevant to management of the full lifecycle of Local Government assets and infrastructure including:
 - Civil works
 - Engineering and design
 - Asset management
 - Infrastructure planning
 - Water and wastewater treatment
 - Project management (major projects and projects of community/public significance)
 - Waste management
 - Design, development, construction and maintenance of parks, land and urban spaces
 - WHS
6. High level knowledge of legislative requirements pertaining to the operations of Local Government and Infrastructure Operations and Delivery.
7. Demonstrated understanding of contemporary human resource management and organisational development practices and methodology combined with proven experience in successfully leading large, diverse and engaged teams.

Desired:

8. Qualifications in Environmental Health, Design, Water and Waste Management, Asset Management, Business, Project Management and/or WHS

Organisational Capabilities and Accountabilities – Executive Leadership (Leading Organisation):

This position description is to be read in conjunction with the Bundaberg Regional Council Organisational Capability Framework which identifies and defines the core capabilities essential for individual, team, and organisational success. The position description should also be read in conjunction with the Bundaberg Regional Council Organisational Accountabilities which identifies the expected standards of performance for all roles and levels in Council. Key responsibilities for this role include adhering to the capabilities, accountabilities and standards outlined in the Frameworks.

Immunisation Requirements

Not applicable