

PROGRAM LEADER – BUSINESS SERVICES

POSITION DESCRIPTION

Position Title	Program Leader – Business Services
Directorate	Infrastructure Services
Department	Business Services
Position No.	N/A
Classification	Level Seven (7) – Level Eight (8)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Director Infrastructure Services
Last Review Date	October 2026

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Infrastructure Services Directorate is responsible for the strategic planning, delivery, maintenance and management of Council's infrastructure assets, water and waste services to support the needs of the community. The directorate oversees the construction and maintenance of roads, bridges, drainage networks, parks, public facilities and other essential infrastructure, while also managing the provision of safe and reliable water supply, water treatment and distribution systems, sewerage and wastewater services, and waste collection, recycling, resource recovery and landfill operations. Through a focus on safety, sustainability, regulatory compliance, asset stewardship and efficient service delivery, the directorate aims to enhance community wellbeing, support economic growth, protect public health and environmental outcomes, and ensure the long-term sustainability of Council's assets and essential services.

POSITION SUMMARY:

Reporting to the Director Infrastructure Services, the Program Leader – Business Services position provides specialist advice and ensures organisational due diligence, process and procedural improvement and consistency to support the customer service, administrative, financial and contract management functions of the Business Services Department.

DUTIES:

Position Accountabilities and Performance Objectives

1. Lead, Manage and Deliver engaged operational leadership to the Business Services team, instilling the importance of Council's values and cultural leadership framework.
2. Support the Director Infrastructure Services and Infrastructure Services management team to develop strategies that contribute to achieving the Isaac Vision and Mission and the 5-year Corporate Plan.
3. Lead and implement organisational change initiatives by championing best practice and embedding strategic and operational activities essential to delivering the Infrastructure Services Annual Operational Plan and Annual Performance Plan.
4. Enhance Isaac Regional Council's reputation, integrity, capability and productivity in Infrastructure Services customer service, water meter reads and notices, and business efficiency operations.
5. Provide high-level technical and specialist advice across Infrastructure Services to support the development, direction, and delivery of customer service activities and customer interactions.
6. Provide leadership in the analysis of community and customer needs, supporting strategy and policy development, establishing performance standards, and monitoring and reporting on service performance.
7. Consult and collaborate with Infrastructure Services teams and the wider organisation to develop policies, standards and guidelines governing Infrastructure Services initiatives and practices, ensuring strong governance and legislative compliance.
8. Manage customer enquiries and complaints to ensure compliance with the Isaac Regional Council Customer Service Charter and Infrastructure Services Customer Service Standards.
9. Support development, administer and maintain commercial lease agreements related to infrastructure and land.
10. Provide financial and analytical advice to the Infrastructure Services management team through monitoring and analysing budgets, preparing reports and spreadsheets, and ensuring data integrity for CAPEX, OPEX and government-funded projects.
11. Work collaboratively with the Brand, Media and Communications Department to develop communication plans, public notices, correspondence and media releases for Infrastructure Services.

12. Ensure compliance with the Integrated Management System (IMS) for Safety, Environmental and Quality Standards, and support continuous improvement processes within the Infrastructure Services Directorate.
13. Seek efficiencies in resource utilisation, including cost-benefit analysis of new initiatives related to Infrastructure Services Directorate functions.
14. Assist the Infrastructure Services management team in developing financial plans, models and fee structures for the Infrastructure Services Directorate.
15. Foster and support a positive and professional work culture within the Infrastructure Services Directorate by modelling strong interpersonal skills, ethical behaviour and organisational values. Undertake research to identify areas of risk and prepare high-quality reports outlining strategies and cost-saving opportunities.
16. Manage and deliver ad-hoc Directorate projects related to the work area and business functions.
17. Prepare budgets, Council reports, statistical information and data analysis as required.
18. Undertake any other duties consistent with the employee's skills, competence and training.

KEY COMPETENCIES:

Essential Knowledge and Skills

1. Demonstrated financial understanding, contract management and analysis skills.
2. Superior administration, customer service and conflict resolution skills.
3. Ability to support and contribute effectively within high-functioning teams.
4. Ability to exercise a high level of judgement to identify problems and recommend appropriate solutions, using existing policies and procedures, whilst exercising confidentiality and appropriate political astuteness.
5. Knowledge of commercial and business management strategies and practices with the ability to prepare and manage the implementation of business and operational plans.
6. Superior interpersonal and communication skills with the ability to communicate at all levels with a variety of stakeholders to achieve quality outcomes.
7. Ability to plan, set and achieve goals and key responsibilities in line with organisational plans.
8. Solid project management skills with the ability to manage major projects from end to end in a timely and proactive manner.
9. Proficient in the use of MS applications, including MS Word, Excel (highly advanced) and Outlook, to produce effective outcomes relevant to the work area.
10. A high level of attention to detail.

Experience

1. Demonstrated experience in the delivery of high-level customer service, administration and financial support, minimum 5 years preferred.
2. Demonstrated experience in financial analysis, budget and project cost control.
3. Demonstrated experience in contract development, management and maintenance.
4. Minimum 3 years' experience in Local Government.
5. Proven ability and experience in developing management plans, strategies and policies critical to the governance and business functions of a Directorate.
6. Demonstrated experience in effectively developing and maintaining strategic relationships with stakeholders, including all levels of local government, other levels of government, regulators, community and elected representatives.
7. Strong track record of regulatory and legislative compliance and understanding.
8. Demonstrated ability to support staff capability development.

Qualifications

Mandatory – this role requires the possession of:

1. Valid Drivers Licence

Desirable

1. Tertiary qualifications in Finance, Accounting or a related discipline, or equivalent level of expertise and experience to undertake the range of activities required.
2. Post graduate qualifications in Contract or Property Law, Customer Service or similar, is desirable.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		