



This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

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Applications are hereby invited for the following position:-

## **Manager Maintenance and Operations (Contract Position)**

***Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment***

**DEPARTMENT: Infrastructure and Recovery**

**APPLICATIONS CLOSE: Friday 13 June 2025**

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**Your application must consist of the following information: -**

### **CHECKLIST**

- ☒ **Cover Sheet**
- ☒ **Covering Letter addressing the three main elements under the selection criteria:**
  - ☞ Qualifications
  - ☞ Knowledge, Skills and Expertise
  - ☞ People Oriented Skills and Attributes
- ☒ **Copy of current resume, qualifications, and licences (relevant to the position)**



Applications should be addressed to:

**Douglas Shire Council  
People and Culture  
PO Box 723  
Mossman QLD 4873**

**[recruitment@douglas.qld.gov.au](mailto:recruitment@douglas.qld.gov.au)**



**WITH COMPLIMENTS  
INFORMATION KIT**

## **Manager Maintenance and Operations (Contract Position)**

**Position Number: 338**

**Closing Date: Friday 13 June 2025**

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### **IMPORTANT INFORMATION REGARDING YOUR APPLICATION**

*Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.*

### **PRE-EMPLOYMENT ASSESSMENT**

*Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.*

### **EMPLOYMENT ELIGIBILITY**

*To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply*

**Privacy Information:** Douglas Shire Council 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 authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

## Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

## What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

### **Qualifications**

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

### **Knowledge, Skills and Expertise**

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

### **People Oriented Skills and Attributes**

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

## Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

**Situation** - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

**Task** - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

**Action** - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

**Result** - What resulted from the actions you took? What did you achieve and what were the results of what you did?

**DOUGLAS SHIRE COUNCIL**  
**GENERAL CONDITIONS OF EMPLOYMENT**

<b><u>POSITION:</u></b>	Manager Maintenance and Operations
<b><u>LOCATION:</u></b>	Mossman Depot
<b><u>CONTRACT:</u></b>	4 Years
<b><u>SALARY:</u></b>	As per Contract of Employment.
<b><u>LEAVE:</u></b>	As per Contract of Employment.
<b><u>SUPERANNUATION:</u></b>	Employer superannuation contributions will be made at the rate of up to 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required.
<b><u>APPLICATIONS:</u></b>	<p>Applications can be submitted by:</p> <p>Addressed to: <b>Private and Confidential</b> Douglas Shire Council People and Culture PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p><a href="mailto:recruitment@douglas.qld.gov.au">recruitment@douglas.qld.gov.au</a></p>
<b><u>CLOSING DATE:</u></b>	<b>Friday 13 June 2025</b>

Position Applied for: Manager Maintenance and Operations (Contract Position)

Position Number 338

Mr ☐Mrs ☐Ms ☐Miss ☐

Date: \_\_\_\_\_

Given Names: \_\_\_\_\_

Family Name: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Postal Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone Numbers:

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Mobile: \_\_\_\_\_

Preferred Contact Number:

\_\_\_\_\_  
\_\_\_\_\_

Email:

\_\_\_\_\_  
\_\_\_\_\_

Have you previously worked for Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Are you a current employee of Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Current Employees must complete:

Employee No:

Classification Level:

Position Title:

Department:

Supervisor:

Are you currently being represented by  
an external recruitment agency?☐ No ☐ Yes

Name of Agency:

\_\_\_\_\_

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)

☐ Douglas Shire Council website☐ Douglas Shire Council Facebook☐ Douglas Shire Council LinkedIn☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au): \_\_\_\_\_

This section is Optional: Do you identify with any of the following groups? (Please tick)

☐ Aboriginal / Torres Strait Islander☐ Disability☐ English as Second Language

Applicant Consent Details (Please Tick):

☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature: \_\_\_\_\_

### POSITION DESCRIPTION

<b>Position Title:</b>	Manager Maintenance and Operations
<b>Position Number:</b>	338
<b>Department:</b>	Infrastructure and Recovery
<b>Unit:</b>	Maintenance and Operations
<b>Reports To:</b>	Chief Engineer
<b>Award Classification:</b>	As per Contract of Employment
<b>Hours:</b>	As per Contract of Employment
<b>Contract:</b>	4 Years
<b>Pre-placement Medical:</b>	Yes
<b>National Police History Check:</b>	Yes
<b>Date Developed:</b>	April 2025
<b>Date Reviewed:</b>	April 2025

### Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

Adapt	Integrity
Respect	Teamwork
Community Care & Support	

### Position Objectives

The Manager Maintenance and Operations provides strategic leadership and management of the Douglas Shires Maintenance and Operations teams within the Infrastructure and Recovery Department.

The portfolio is responsible for delivering high quality maintenance of all civil infrastructure, buildings, open spaces, sports grounds, trees and gardens.

The Manager is responsible for approximately 80 staff and is committed to driving a culture of innovation, efficiency, quality, safety and service.

## Organisational Relationships

<b>Position Reports to:</b>	Chief Engineer
<b>Position Supervises:</b>	The position oversees and manages civil, public spaces, tree and building maintenance teams comprising internal staff, external contractors and consultants as required.
<b>Internal Relationships:</b>	The position works closely with the Executive and all departments across the Organisation.
<b>External Relationships:</b>	The position works with government peers and leaders, local government representatives, regulatory bodies, community leaders, legal and financial advisors.

## Qualifications and Experience

### Essential:

#### Qualifications

- Relevant tertiary/professional qualifications (such as Civil Engineering, Natural Resource Management or Business Management) and/or commensurate demonstrated experience in lieu of formal qualifications.
- General Safety Induction (Construction Industry) – White Card or ability to obtain.
- Current Queensland “C” class drivers’ licence.

#### Knowledge, Skills & Expertise

- Experience leading and managing teams to achieve high quality operational outcomes including management of budgets, safety, culture, innovation, service and operational excellence.
- Comprehensive knowledge of construction and maintenance techniques and principles relating to civil infrastructure, buildings, and open space.
- Demonstrated high level communication, consultation, interpersonal and negotiating skills.
- Demonstrated ability to manage time, set priorities and monitor performance across a range of multi-disciplinary functions.
- Demonstrated analytical and problem-solving skills supporting the ability to make sound decisions and provide clear direction.
- Experience in managing contracts, contractors and service agreements.
- Proficient in budget management and driving financial performance.
- Working knowledge of and ability to, interpret and apply, all relevant legislation, regulations, design standards, codes of practice etc relevant to the department.

#### People Oriented Skills & Attributes

- Enjoys contributing to and building a positive culture.
- Demonstrates initiative and drives innovation and improvements in work practices.
- Strong work ethic and trustworthy.
- A commitment to upholding the requirements of relevant legislation, policies, procedures and the organisational values.
- Values serving the community and delivering great outcomes.

**Desirable:**Qualifications

- Registered as Professional Engineer of Queensland (RPEQ).

**Key Responsibilities & Duties**

Duties and responsibilities include but are not limited to:

- Build a team that is high performing which works collaboratively to achieve the organisations goals.
- Develop, implement and review maintenance programs, plans and practices, to ensure that high-quality maintenance of the public realm is achieved.
- Create and foster a culture of continuous improvement, innovation and learning within the Maintenance and Operations Unit, that is aimed at delivering improved financial performance and service outcomes.
- Build a positive, collaborative and high performing culture, including the promotion and embedding of the Organisational Values.
- Oversee contract management, ensuring compliance, value for money and quality service delivery.
- Establish, maintain and review systems, policies and procedures, to ensure that Maintenance and Operations functions are carried out in accordance with legislative requirements, industry standards and Council expectations.
- Prepare training and development plans across the department, to meet current and future needs.
- Manage budgets and financial performance, including identification of opportunities for improvement and ensuring alignment with the Councils financial plans, budgets and expected outcomes.
- Provide reports to the Council and its Committees relating to the areas of responsibility.
- Engage positively and professionally with, Elected Members, staff, residents and external stakeholders.
- Implement project controls and operational practices so that the Department complies with relevant WHS legislation, regulations and Council policy and procedures. Comply with all policies and procedures adopted by the Council.
- Other duties as specified by your Manager.

**Performance Indicators**

It is expected that the incumbent will:

- Commit to a work environment based on Council's values and guiding principles.
- Practice a leadership style that supports, motivates and inspires individual, team and corporate achievements.
- Demonstrate good communication and negotiation skills that establish and maintain effective working relationships with staff, customers, contractors and stakeholders.
- Foster and promote a strong focus on customer service.
- Effective interaction, timeliness and quality of advice and technical support to the organisation.



- Development of systems and processes that consistently produce high quality safety and service delivery outcomes.
- Compile and maintain thorough and concise documentation and records for all projects undertaken.