

Role Description

Section Manager Systems Operations



Title	Section Manager Systems Operations
Reports to	Unit Manager
Directorate	Water and Sewer
Unit	Network Operations and Maintenance
Section	Systems Operations
Award Classification	Band 3 Level 4
Grade	19
Last Reviewed	9 June 2026
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Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary purpose of the role

Reporting directly to the Unit Manager Network Operations and Maintenance, the role of Section Manager Systems Operations is responsible for managing the ongoing provision of service support, application of technical expertise and the preventative maintenance scope of works for Water and Sewer's infrastructure and function. The role, at times, operates within a highly dynamic and reactive service delivery environment, requiring



timely and effective response to unplanned operational events, emergency incidents, and extreme weather conditions to ensure continuity of essential water and sewer services to the community.

In addition, the Section Manager Systems Operations will provide day to day leadership to a team of professionals responsible for seeking, identifying and proactively managing existing and future Water and Sewer challenges, and the development, implementation and ongoing monitoring of suitable solutions. This will be achieved through the provision of specialist and technical advice within the Water and Sewer directorate, across Central Coast Council and the community.

Key accountabilities

- Lead a team of professional, administrative, trades and non-trades staff ensuring provision and control of Water and Sewer services to the Central Coast community;
- Manage the customer centre of Central Coast Council's Water and Sewer business, including the 24/7 Water Operations Centre, customer enquiries and concerns;
- Lead the transition of the Water and Sewer business to preventative maintenance, in particular development and management of work order tools, processes and systems;
- Lead the Operations Engineers responsible for managing systems outages, incidents, investigations, monitoring network performance and reporting, and overseeing development and maintenance of Water and Sewer systems;
- Lead the team managing the SCADA network including automation, telemetry networks to ensure effective legislative and operational compliance and completion of required projects and programs;
- Manage strategic change by monitoring emerging needs to develop and implement sustainable services in support of the transformation of Water and Sewer to a planned maintenance schedule;
- Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives;
- Embrace diversity by supporting initiatives that create an environment in which differences are valued;
- Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact;
- Promote collaboration by identifying opportunities to work with other teams/units to solve issues and develop better processes and approaches to work;



- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation;
- Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others.

Interpersonal Skills and Personal Attributes

- Ability to work in an environment of constant interruption and frequent dealings with difficult public/customer relations, ensuring quality outcomes and performance;
- Ability to work in a diverse and legislative driven environment;
- Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience;
- Display strong influencing and mediation skills by negotiating from an informed and credible position;
- Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes;
- Display resilience and courage by providing open and honest feedback.

Leadership / Management

- Act with integrity by demonstrating professionalism and setting an example for others to follow;
- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve;
- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate;
- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond;
- Apply sound problem solving by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements;
- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions;



- Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way;
- Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team;
- Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty.

Technical

- Identification and rectification of Water and Sewer asset defects and maintenance requirements;
- Demonstrated ability to advise on operational matters affecting Water and Sewer designs;
- Demonstrated ability to review, respond and close Water and Sewer investigation reports in line with legislative and operational compliance;
- Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments;
- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution;
- Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary;
- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks.

Finance and Governance

- Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for;
- Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources;
- Involve specialist finance advice where required;
- Be aware of procurement and contract management risks and what actions are expected to mitigate these.



Qualifications

Essential

- Degree qualification in Engineering or other relevant field, combined with ongoing professional development;
- Current Class C Driver's Licence.

Desirable

- Post Graduate qualification in Business or related field, Change and/or Project Management or demonstrated solid contemporary experience in a similar role.

Experience

- Previous experience in a similar role working in a large organisation, and/or operation of a water utility network or similar complex operational infrastructure or utility;
- Demonstrated experience in managing complex assets and the use of asset management system to drive improved asset performance, resource efficiencies and customer outcomes;
- Proven success as a leader with the ability to grow and develop teams focused on customer outcomes, legislative compliance and safety;
- Extensive experience in investigation / design / construction / operation of water supply and / or sewerage systems;
- Extensive and demonstrated experience in problem identification and rectification of Water and Sewer assets;
- Extensive experience in the supervision and management of a diverse team engaged in Water and Sewer operations.



Key relationships

Internal	External
Chief Executive Officer	Community Organisations
Unit Managers	Government Offices (e.g. Roads & Traffic Authority, Dept of Local Government)
Section Managers/Team Leaders	Professional/industry associations including Unions
Other Council Employees (not including direct reports)	Commercial/industrial/development representatives (e.g. vendors, builders, clients)
	Applicants for Employment

