

# Position Description (People Managers)

## Manager, City Spaces

<b>Division</b>	<b>City Life</b>
<b>Business Unit</b>	<b>Social City</b>
<b>Management Level</b>	<b>M4</b>
<b>Grade/Band</b>	<b>Band 8</b>
<b>Date position description approved</b>	<b>3 November 2023</b>

### The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work and people is our foundation. We're passionate about our city: its venues, facilities, open spaces and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

### Council values

We have 3 values that guide our everyday behaviours and reflect us at our best.

**Make a difference:** We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

**Better together:** We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

**Embrace possibilities:** We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

### Primary purpose of the position

To manage the integrated service delivery of staffed and community unstaffed facilities, and delivery of community programs and services across the Local Government Area.

### Key accountabilities

- Manage and lead teams to develop and deliver innovative programs responsive to community needs and aligned to the Social Sustainability Policy and Action Plan

- Undertake review, analysis and evaluation of programs delivered in centres to ensure they are integrated and delivered across all community spectrums, the four pillars of sustainability and meet community needs
- Complete analysis and implement action plan to maximise utilisation and/or consolidation of City Spaces, aligned to the Integrated Community Facility Plan
- Conduct research on Best Practice in Community services and programs to identify innovative solutions
- Lead the analysis, identification and implementation of operational efficiencies across City Spaces
- Build and maintain effective relationships and work collaboratively across the City Life team, within the community and with key external stakeholders, especially government funding relationships and stakeholders
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position

## Key challenges

- Maintaining an understanding of the needs and desires of community, given that they are constantly changing due to the fact that the population of the city is transient, and constantly increasing in size
- Managing escalated concerns from community members, given that this may involve people who are distressed or angry, or displaying challenging behaviour
- Balancing the needs of the organisation with the needs and desires of the community, given that these can often be in conflict.

## Key relationships

Who	Why
<b>Internal</b>	
Manager Social Programs and Services	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions</li> <li>• Provide expert advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Lead, direct, manage and support performance and development</li> <li>• Guide, support, coach and mentor</li> </ul>
City Projects and Property	<ul style="list-style-type: none"> <li>• Lead communications to ensure timely and appropriate responses to facility issues and collaboration on capital work projects</li> </ul>
<b>External</b>	
Community members	<ul style="list-style-type: none"> <li>• Engage with, consult and negotiate the development, delivery and evaluation of programs and services</li> <li>• Manage expectations and resolve issues</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate routine business transactions and resolve issues</li> </ul>

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Who	Why
	<ul style="list-style-type: none"><li>• Negotiate and approve contracts and service agreements</li><li>• Monitor the provision of service to ensure compliance with contract and service agreements</li></ul>

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## Key dimensions

### Decision making

The position is responsible for the integrated service delivery of staffed and unstaffed facilities, and delivery of programs and services across the Local Government Area.

### Reports to

Manager Social Programs and Services

### Direct reports

Six direct reports:

- Area Manager North
- Area Manager South
- Area Manager East
- Area Manager West
- Area Manager Community Venues
- Administration Coordinator

### Estimated number of indirect reports

80

## Essential Knowledge, Skills & Experience

- Strong leadership skills, extensive management experience, and experience in leading teams through change
- Demonstrated experience in developing and delivering new models of integrated community facilities and programs
- Experience with developing programs through community consultation that promote and support client participation and facilitate cooperative behaviour
- Well-developed skills in the development of metrics and reporting to analyse, evaluate and interpret data
- Demonstrated experience in conducting research on best practices, to identify and implement innovative programs
- Demonstrated experience in delivering innovative, effective and efficient community facilities
- This position has been identified as “child related employment” under the Commission for Children and Young People Act 1998. Relevant criminal record and

apprehended violence order checks and probity checks including relevant disciplinary proceedings will be conducted to ensure the suitability of recommended applicants. It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a prohibited person to be employed in this position. A prohibited person is someone who has been convicted of a serious sex offence. Incumbents to this position will be required to make a disclosure as to whether they are or are not a prohibited person

## Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

### Focus capabilities

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Section Unit Manager - M4
	<b>Cultivates Productive Relationships</b>	<b>Section Unit Manager - M4</b>
	<b>Drives Results</b>	<b>Section Unit Manager - M4</b>
	<b>Develops People and Culture</b>	<b>Section Unit Manager - M4</b>
	Operates Strategically	Section Unit Manager - M4
Management	Technology and Information Management	Section Unit Manager - M4
	<b>Finance and Resource Management</b>	<b>Section Unit Manager - M4</b>
	Asset Management	Section Unit Manager - M4
	<b>Risk Management, Safety and Compliance</b>	<b>Section Unit Manager - M4</b>
	Procurement and Contract Management	Section Unit Manager - M4
	Project Management	Section Unit Manager - M4
	<b>Change Management</b>	<b>Section Unit Manager - M4</b>
	<b>People Management</b>	<b>Section Unit Manager - M4</b>