



Tauranga City

Job description

Title	General Manager Operations & Infrastructure
Number	
Group	Operations and Infrastructure
Division	Operations and Infrastructure
Reports to	Chief Executive
Direct reports	Head of City Waters, Head of Transport, Head of City Operations, Head of Spaces & Places
Date	June 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The General Manager Operations and Infrastructure provides strategic and operational leadership across Tauranga's core city services and infrastructure portfolios, overseeing the planning, delivery, and management of transport, spaces and places, waters, and city operations. This role drives the integration of long-term infrastructure planning with day-to-day service delivery to meet the needs of a growing and evolving community.

Leading a team of senior leaders, the General Manager plays a critical role in shaping the city's future by advancing sustainable infrastructure solutions, lifting operational performance, and delivering high-impact community outcomes. The role fosters strong collaboration across internal teams and with key external partners, including iwi, central government, and regional agencies, to align infrastructure investment and service priorities with broader organisational and governance goals.

Here to make Tauranga better

WHANAKE TE TAI

Key outcomes

Strategic planning drives long term, community focused outcomes.	<ul style="list-style-type: none"> • Activity planning across all divisions is forward-thinking, well structured, and clearly communicated, addressing the short, medium, and long-term needs of the Tauranga community. • Strategic direction is regularly reviewed and adapted to reflect community growth, service demands, and organisational priorities. • Capital programmes are developed and delivered to meet quality standards, provide long-term value for money, and support sustainable infrastructure growth. • Waters, Transport, Spaces & Places, and City Operations strategies align with Council goals and national directives, with a strong emphasis on sustainability and regulatory compliance.
Operational services are delivered to a high standard, meeting community expectations.	<ul style="list-style-type: none"> • Community facilities, parks, waters networks, and transport systems are maintained and operated to a consistently high level, enhancing liveability and functionality. • Service delivery is timely, coordinated, and aligned with defined service levels, KPIs, and performance goals. • Rapid response mechanisms are in place for urgent community and customer needs, supported by efficient systems and clear processes. • Divisions pursue continuous improvement through monitoring, evaluation, and innovation in service delivery.
Financial and resource management supports efficient and effective delivery.	<ul style="list-style-type: none"> • Budgets are proactively managed, with financial targets achieved, resources optimised, and forecasts regularly monitored and adjusted. • Projects and programmes are delivered within approved budgets, with clear reporting of financial risks, variances, and corrective actions. • Recruitment, workforce planning, and contract resourcing are strategically managed to meet operational and delivery requirements while reflecting organisational values.
Leadership builds high-performing teams and a positive workplace culture.	<ul style="list-style-type: none"> • Direct reports are supported through effective coaching, mentoring, and leadership, enabling them to develop strong, accountable teams. • A positive team culture is fostered across all divisions, with a strong emphasis on health, safety,

Here to make Tauranga better

WHANAKE TE TAI

	<p>wellbeing, collaboration, and professional development.</p> <ul style="list-style-type: none"> • Clear expectations are set, performance is actively managed, and people-related issues are addressed promptly and constructively. • Leadership is adaptive, inclusive, and aligned to the organisation's vision and long-term objectives.
Governance, risk, and compliance frameworks support informed decision-making and organisational resilience.	<ul style="list-style-type: none"> • Expert, timely advice is provided to elected members, Commissioners, the Chief Executive, and senior leaders on matters impacting operations and infrastructure. • Health and safety, risk management, and business continuity plans are developed, embedded, and reviewed regularly across all divisions. • All activities are delivered in line with relevant legislation, national policy direction, and Council policy frameworks. • Divisional input informs strategic, regulatory, and operational planning across the organisation.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
<ul style="list-style-type: none"> • Degree-level qualification in engineering is required; a postgraduate qualification in engineering, business, or a related discipline is preferred. • Chartered or registered Civil Engineer status is preferred. • Minimum of 10 years' senior leadership experience, including leading multi-disciplinary teams and complex, high-risk infrastructure and service delivery programmes. • Proven experience in the planning, delivery, and management of large-scale capital and community infrastructure projects. • Demonstrated leadership within local government or a similarly complex and politically nuanced environment. • Extensive experience in project and programme management, operational planning, and risk management. • Strong knowledge of the Local Government Act, Resource Management Act, Health and Safety at Work Act, and other relevant legislation. • Deep understanding of infrastructure asset management and best practice service delivery. • Proven ability to navigate complex stakeholder environments and lead through influence, collaboration, and clear communication. • Knowledge of and respect for Te Tiriti o Waitangi (Treaty of Waitangi), with demonstrated ability to build strong partnerships with iwi and Māori. • Commitment to delivering inclusive, community-centred outcomes that align with organisational strategy and values.

Here to make Tauranga better



WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections