



## Job description

<b>Title</b>	Head of City Operations
<b>Number</b>	
<b>Group</b>	Operations & Infrastructure
<b>Division</b>	City Operations
<b>Reports to</b>	General Manager: Operations & Infrastructure
<b>Direct reports</b>	Delivery Manager, Health, Safety and Compliance Lead, People Stream Lead, Team Leader: Waste Operations & Compliance,
<b>Date</b>	August 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, Matauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to lead the City Operations division. This large-scale people leadership role plays a critical part in the successful delivery of the services that keep the city of Tauranga maintained and beautiful. As this is a newly created division, this position will be heavily involved in the strategic direction, the set-up of the operation including the systems and processes.

### Key outcomes

<b>The City Operations division has strong and effective leadership.</b>	<ul style="list-style-type: none"><li>• Provide leadership, support and development for the City Operations division.</li><li>• Take responsibility for building a positive team culture that prioritises the health, safety and wellbeing of its members.</li><li>• Set clear objectives and standards while actively addressing people related issues.</li><li>• Proactively lead the team to deliver agreed programs and services. Reporting deviations to the plan appropriately.</li><li>• Ensure financial/ budget management is well managed.</li></ul>
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	<ul style="list-style-type: none"> <li>• Ensure the team is aware of their KPI's and the expected level of service that is required.</li> <li>• Oversee a robust recruitment program ensuring both permanent and temporary team members uphold TCC's values and expected behaviors.</li> <li>• Actively manage project budgets, promptly highlighting areas of concern in relation to overspending or the requirement for carry forwards.</li> </ul>
<b>The City of Tauranga's outdoor spaces are maintained to a consistently high standard.</b>	<ul style="list-style-type: none"> <li>• Ensure the Community feel they are getting value for money from their rates through the high-quality upkeep of Tauranga's outdoor spaces and places and other activities undertaken by the Division, i.e. graffiti response.</li> <li>• Ensure timely, clear, relevant and concise reporting against agreed key business and performance goals, out of line situations and planned remedial action – no surprises.</li> <li>• Create an effective solution to provide rapid response to urgent customer/ community issues.</li> </ul>
<b>Strategic direction of City Operations is managed and activities are developed, implanted and monitored.</b>	<ul style="list-style-type: none"> <li>• Regular monitoring is undertaken and reported for achievement of agreed actions and any deviation from the agreed plan. These reports are provided to the General Manager and other relevant parties on a regular basis.</li> <li>• Strategic direction and services of City Operations are kept under review, changing requirements continue to be met and productivity and efficiency continue to improve</li> <li>• Ongoing improvement to the financial and non-financial performance of City Operations.</li> </ul>
<b>Assets are managed effectively and in line with wider TCC expectations/ policies.</b>	<ul style="list-style-type: none"> <li>• Ensure that assets are developed, managed and maintained in accordance with best practice and through accurate systems management.</li> <li>• Ensure agreements between City Operations and other Asset owners are designed and delivered to meet key community outcomes and performance indicators.</li> <li>• Ensure regular reviews are completed to keep delivery standards at a high level.</li> </ul>
<b>High quality relationships are developed with both internal and external parties.</b>	<ul style="list-style-type: none"> <li>• Internal and external professional relationships are developed</li> <li>• Professional relationships are leveraged to benefit achievement of business goals</li> <li>• Build and maintain strong collaborative working relationships with key internal teams eg. Spaces &amp; Places Division, Three Waters, Transport, Finance, IT, HR, Community Services.</li> <li>• Build and maintain strong external stakeholder relationships eg. other Councils, unions, service providers/ suppliers, contractors, iwi and the wider community.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide regular communication updates and reports to relevant stakeholders.</li> <li>• Ensure customers/ members of the public are treated appropriately at all times, ensuring their health and safety.</li> <li>• Ensure the community are kept well informed with upcoming changes that may impact them. Engaging the Communications Team when appropriate.</li> </ul>
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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

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Extensive experience operating at senior management level, involved in leading, strategy, planning and delivery within a large-scale operational environment.</li> <li>• A degree level qualification in a relevant field such as Business, Planning, Environmental Studies, Parks/ Reserve Management, Project Management or equivalent level of experience.</li> <li>• Relevant work experience of 15+ years.</li> <li>• Proven ability to drive a positive culture that prioritises Health, Safety and Wellbeing.</li> <li>• Strong communication skills with the proven ability to engage people of all backgrounds and levels of experience.</li> </ul>
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# 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