

Position Description

Position Title:	Strategic Asset Management Coordinator – Asset Assurance
Grade:	M
Department:	Strategic Asset Management
Reports to:	Head of Strategic Asset Management
Direct Reports:	Asset Restoration Officer, Asset Officers, Infrastructure Officers, Administration Officers – Road Reserve Assets
Date:	October 2026

Position Purpose

Provide support to the Head of Strategic Asset Management in establishing a high-performance organisation through the development of its people and processes to meet the vision and objectives of the Penrith City Community Strategic Plan.

Lead a team of Asset Engineers and officers in the delivery of asset protection activities in the road reserve, and other Council owned or managed property together with the collection of asset condition data and updating of asset information for all classes of Council assets.

Drive process improvement, manage the creation and reporting of inspection programs, and develop asset inspection and protection systems and processes. Liaise with external service authorities and contractors conducting works on Council's roads and land, liaise with City Presentation, schedule works, and provide reporting as required. Respond to customer requests and promote a positive culture in the delivery of services to the community.

Contribute to Integrated Planning and Reporting (IP&R) and Sustainability programs and perform other duties as required and/or directed by the Head of Department.

Key Result Areas

1. Strategic Asset Management

Major Actions

- Deliver excellent customer service, responding to customer enquiries, inspecting Council assets, and assessing compliance with required performance standards, particularly relating to public safety
- Coordinate the inspection of all reported incidents relating to Council infrastructure, including investigation, preparation of reports and collation of relevant information
- Program and manage asset condition inspections, providing condition data for asset renewal and capital works programs
- Develop and update Council's systems to collect and manage data relating to applications, permits and bonds
- Program and manage routine and reactive inspections relating to risk management of Council assets
- Liaise with external contractors and service providers, and other Council departments, to ensure that Council assets are protected and restored to the required standard following works on Council property
- Coordinate the inspections of Councils assets across all asset classes including scheduled AUSSPEC regime
- Coordinate the inspection of all reported incidents relating to Council infrastructure, overseeing the investigation, collation of information and report preparation
- Coordinate, supervise, schedule, and manage the asset protection activities within the road reserve according to Council's specifications and policies
- Ensure all activities are done in compliance with Council's obligations under the Roads Act
- Ensure the Councils asset register is kept up to date and accurately captures all activities
- Provide reports relating to Asset Assurance activities to Head of Department
- Manage the response to Customer Enquiries, providing support to Asset Officers and engaging in conflict resolution when issues escalate
- Ensure effective contractor management is being performed by Asset Officers and Infrastructure officers in line with Council's Procurement Policy
- Support and work with Councils Strategic Asset Management Coordinators and Head of Department
- Provide input into new development area master and detailed plans as required.
- Seek, submit and manage grant applications for Councils Civil Assets on behalf of Council.

Key Result Areas

2. Leadership

Major Actions

- Lead a team of asset officers to inspect and protect the road reserve asset as per the requirements of Section 138 under the Roads Act 1993
- Coach the asset inspection team, encouraging the team to achieve organisational targets and to actively participate in asset management and protection
- Encourage open discussion within the team, encouraging the development of new ideas and more effective ways to achieve goals
- Represent the Asset Assurance Team in meetings with other Council departments, offering services and advice which contribute to the overall success of Council
- Represent the Asset Assurance Team to external service providers and contractors, managing relationships to maximise opportunities to protect and maintain Council assets
- Create a safe work environment for asset officers and promote safe work practices
- Manage relationships with external organisations to maximise opportunities in maintaining road assets
- Promote and maintain a positive culture amongst the team
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3. Communication

Major Actions

- Ensure there is effective engagement and communication with other Council Departments.
- Develop and implement education for strategic asset management / infrastructure planning in Council.
- Facilitate open communication with all parties, supporting Client departments in their communication with other organisations and the community.
- Work with Client departments to prepare grant applications and other funding submissions which will maximise Council's opportunity to gain external funding.
- Ensure there is effective communication with Implementation teams to provide clear instructions as to the Levels of Service required and provide explicit briefs for renewal and capital works programs.
- Maintain effective communication with the team and Head of Department and provide regular updates on program development and implementation

4. Financial Management

Major Actions

- Provide advice on financial implications of policy and procedure development
- Coordinate income and expenditure for Asset Assurance together with Permits and Inspections
- Analyse budget data, and identify and report on trends
- Seek grant funding when available
- Review and update Councils fees and charges
- Manage bond acceptance and refund
- Manage and monitor budgets for Council programs

Key Result Areas

5. Process Improvement, Policies and Systems

Major Actions

- Review the current activities of the Asset Assurance team and the software tools available, looking for innovative ways to streamline activities
- Actively contribute ideas and suggestions which promote a culture of innovative thinking.
- Develop methods, procedures and processes to conduct both routine and reactive inspections efficiently and effectively.
- Develop and implement a schedule to ensure that all infrastructure assets are regularly inspected and assessed to ensure compliance with Council's performance standards.
- Develop and implement systems to ensure that all data captured is recorded in the asset database.
- Identify and implement improvements to asset protection processes.
- Develop standard procedures and business process maps for all routine activities.
- Project manage the delivery of systems improvements to support improved processes.
- Continuously strive to improve processes and system development and improvement.
- Participate in the development and monitoring of Business Unit Plan objectives as appropriate
- Comply with existing Council Policies and Procedures.

6. Customer Service

Major Actions

- Deliver professional, respectful and responsive service to customers, colleagues, stakeholders and the community.
- Identify customer needs and provide timely, practical and customer-focused solutions.
- Respond to customer enquiries and requests in a timely, professional and customer-focused manner, taking responsibility for achieving positive outcomes.
- Build positive relationships and trust through clear, respectful and effective communication.
- Promote accessibility, inclusion and equity in customer interactions and service delivery.
- Demonstrate empathy, professionalism and accountability when managing customer interactions and resolving issues.
- Contribute to the continuous improvement of customer service practices, outcomes and customer Experiences
- Represent Council professionally and uphold Council's values and reputation.

Key Result Areas

7. Corporate Governance and Effective Work Practices

Major Actions

- Carry out work in line with relevant legislative and statutory requirements and/or industry codes, practices and standards.
- Demonstrate behaviours consistent with Council's Values, Code of Conduct and organisational expectations.
- Take personal responsibility for delivering quality work, meeting deadlines and achieving agreed outcomes.
- Contribute positively to organisational change and continuous improvement initiatives.
- Perform duties and responsibilities in accordance with role requirements and organisational priorities.
- Work collaboratively with others and communicate respectfully, constructively and professionally.
- Address workplace concerns and conflict respectfully and in accordance with Council policies and procedures.
- Maintain accurate records in accordance with Council's Records Management framework and legislative requirements.
- Maintain appropriate standards of confidentiality, privacy and information security.
- Identify, report and appropriately manage risks relevant to the role.
- Support and promote a respectful, inclusive and collaborative workplace culture.
- Support Council's commitment to child safety and contribute to maintaining a child safe organisation.

Key Result Areas

8. Work, Health, Safety and Wellbeing

Major Actions

- Attend training as required and ensure completion of required training by supervised staff.
- Perform work in accordance with WHS policies and procedures.
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes. Ensure work procedures are supported by risk assessments and that risk assessments are reviewed within designated timeframes.
- Monitor implementation and use of risk control measures. Monitor and review the effectiveness of risk control measures.
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff. Participate in consultation processes that support the management of workplace health and safety, and ensure consultation processes are available to, and used by, supervised staff.
- Coordinate and assist, as required, in the injury management process to ensure the earliest possible return to work for injured employees. Coordinate and support injury management processes, as required, to facilitate the earliest safe return to work for injured employees.
- Demonstrate leadership and accountability for health, safety and wellbeing within their area of responsibility.
- Ensure hazards, incidents (including near misses) and injuries are reported, investigated and appropriately addressed in a timely and appropriate manner.
- Identify, assess and manage physical and psychosocial hazards and risks within their area of responsibility.
- Lead and promote a positive safety culture that encourages reporting, consultation, learning and continuous improvement.
- Ensure WHS legislative obligations and Council requirements are met within their area of responsibility.

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- A tertiary qualification in Civil Engineering or related field
- Demonstrated leadership skills with the ability to lead, manage and motivate multi-disciplinary teams with a commitment to high standards of performance
- Extensive experience in strategic asset management or a similar field including the development of Policies, Strategies and Plans
- Demonstrated competence in the construction, maintenance and inspection of transport and drainage infrastructure (including compliance standards)
- Demonstrated experience working with contractors and statutory authorities
- Demonstrated experience in the management of budgets
- Demonstrated ability to compile, implement, monitor, and review service level agreements
- Current Class C Driver Licence

Desirable

- Demonstrated knowledge of relevant provisions of the Local Government Act and other relevant legislation
- Experience with Integrated Planning and Reporting processes together with asset audit compliance.
- Experience in Technology 1 Asset Management systems

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role. *Please note Capability Mapping is subject to change and will be reevaluated from time to time. As such, you will be notified appropriately of any changes in the future and issued with the relevant updated Capability Mapping. Employees refer to the [Capability Framework Guide](#) for the list of behavioural descriptors.*

STRATEGIC ASSET MANAGEMENT COORDINATOR – ASSET ASSURANCE CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	INFLUENCING Can think on their feet and persuade a group of individuals towards their ideas and thinking	LEADING PROJECTS AND CHANGE Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	LEADING ORGANISATIONAL CULTURE Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	CREATING ORGANISATIONAL VISION AND STRATEGY Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	WORKING COLLABORATIVELY Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	FOSTERING TEAM EFFECTIVENESS Builds a supportive and collaborative team environment, fosters team spirit and trust	DEMONSTRATING BUSINESS ACUMEN AND PLANNING Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders	CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects	LEADING WITH COURAGE Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	DECISION MAKING Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	WORKING TOGETHER Team player who helps and cooperates with others	PROBLEM SOLVING Uses sound judgement and logic to solve day-to-day problems	LEADING A TEAM Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	MANAGING RESOURCES Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	COMMUNICATING Effective communicator (verbal and written) including the use of appropriate body language	PLANNING AND ORGANISING Prioritises tasks and works in an organised way to get things done effectively	MENTORING OTHERS Mentors others to help them learn and develop	ANALYSING AND INTERPRETING Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:

ASSUMED CAPABILITY

CORE CAPABILITY

GROWTH CAPABILITY

NOT IN SCOPE